

TO : DEPARTMENT HEADS  
FROM : HUMAN RESOURCE DEPARTMENT  
RE : NEWLY HIRED TRAINING PROGRAM  
DATE : January 7, 2025  
REF# : HRD-SUP-25-01 -003  
CC : DC/ file

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As part of our commitment to fostering excellence within our workforce, we are pleased to announce a series of training programs for the upcoming year. These sessions are tailored to equip our newly hired employees with the essential skills and knowledge needed to excel in their field assignments, ensuring a smooth transition into their roles.

We also extend this opportunity to our existing employees. Those whose roles would benefit from the training content are welcome to participate, as it supports both individual growth and organizational development.

The following training programs will be offered:

- **Customer Service:** Enhance skills in delivering exceptional service and building strong client relationships.
- **Telephone Etiquette:** Develop professional phone handling techniques to ensure effective communication.

Attached is the list of newly hired employees scheduled to attend training sessions designed to enhance their skills, roles, and responsibilities within the organization.

Thank you for your active participation in building a culture of continuous learning and professional growth.

  
Mamerta F. Tagle  
HR-Supervisor

Noted/Approved by:

  
Oliver M. Filoteo  
CEO

## CUSTOMER SERVICE

NO.	NAME	POSITION TITLE	DEPARTMENT
1	Fernandez, Nicole Anne Saguibo	Customer Feedback Asst. - IH and Relay	OP
2	Pontevedra, Francesca Beatriz Panizales	Job Order Control Asst.	Service
3	Queroda, Marjorie Curioso	Customer Feedback Asst. - Preferred and DC	OP
4	Devio, Rosemarie Ellis	Sales Management Asst. - Project Sales	Sales
5	Tabagan, Heizel Anne	HR Timekeeping Asst - Non Punching	HRD
6	Bendita, Jane Batuhan	Production Artist	Marketing
7	Panaligan, Mery Cherylyn Mayo	Svc Acctg Clerk	Finance
8	Besmano, Eugenio Jr. Barroza	Audit Asst -Operations I	AIS
9	Manlugon, Christian Andrew Calleja	Audit Asst - Transactions II	AIS
10	Amora, Cecilie Auxtero	Customer Service Representative	Service
11	Salonga, John Patrick Papiona	Audit Asst - Operations II	AIS
12	Lim, Janellen Sapien	KMI Acctg Clerk	KMI - Finance
13	Corales Jr., Rodel Samsaman	Invoicing Clerk	Finance
14	Cabias, Danica Blanz Eusebio	Payroll Specialist - Remittances & Deductions	Finance
15	Lu, Paolo Jose	Shop Assistant	Service
16	Tejano, Yvianne Mae Balicao	Sales Management Assistant	Sales
17	Mercado, Cristine Costeniano	Acctg Asst - Taxation	Finance
18	Salceda, Danielle Ferrer	Acctg Asst. - General Acctg	Finance
19	Pedroso, Rhonalyn Balababa	Sales Account Management Asst.	Sales
20	Cagata, Apple Alcanse	Warehouse Assistant - Pending Production	Warehouse
21	Angeles, Alyanna Vianca Dedala	Svc Acctg Asst - Provincial Billing	Finance
22	Jacobe, Julie Ann Cauilan	Customer Service Representative	Service
23	Abiertas, Ramyliza Mangmang	Acctg Asst - Credit & Collect	Finance
24	Acosta, John Lloyd Ventura	Technical Support Engineer	Service
25	Nabong, Shaira Nicole Tumbaga	Warehouse Asst - Order Picking	Warehouse
26	Reyes, Xyhra Mae Abella	Customer Service Representative - Dealer Service Request	Service
27	Diamel, Riah Andraienne Villocillo	Payroll Specialist - Tax Processor & Other Benefits	Finance
28	Reduta, Jerry Javines	Senior Maintenance Staff	Admin
29	Espiritu, Jisca Ann Garcia	Invoicing Clerk	Finance
30	Barcelona, Jelyn Vargas	Customer Service Representative	Service
31	Castro, Niñoel Villarosa	Process Engineer	Engineering & Maintenance
32	Raya, Mary Rose	Acctg. Clerk - Importation	Finance
33	Frayres, Giselle Nolasco	Service Accounting Clerk - ASC Billing	Finance
34	Dayo, Regine Mae Rojo	Customer Feedback Assistant for FB Page	OP
35	Almario, Andrei Nicole Umali	Social Media Assistant	OP

## TELEPHONE ETIQUETTE

NO.	NAME	POSITION TITLE	DEPARTMENT
1	Fernandez, Nicole Anne Saguibo	Customer Feedback Asst. - IH and Relay	OP
2	Pontevedra, Francesca Beatriz Panizales	Job Order Control Asst.	Service
3	Queroda, Marjorie Curioso	Customer Feedback Asst. - Preferred and DC	OP
4	Devio, Rosemarie Ellis	Sales Management Asst. - Project Sales	Sales
5	Tabagan, Heizel Anne	HR Timekeeping Asst - Non Punching	HRD
6	Bendita, Jane Batuhan	Production Artist	Marketing
7	Panaligan, Mery Cherylyn Mayo	Svc Acctg Clerk	Finance
8	Besmano, Eugenio Jr. Barroza	Audit Asst -Operations I	AIS
9	Manlugon, Christian Andrew Calleja	Audit Asst - Transactions II	AIS
10	Salonga, John Patrick Papiona	Audit Asst - Operations II	AIS
11	Lim, Janellen Sapien	KMI Acctg Clerk	KMI - Finance
12	Corales Jr., Rodel Samsaman	Invoicing Clerk	Finance
13	Cabias, Danica Blanz Eusebio	Payroll Specialist - Remittances & Deductions	Finance
14	Lu, Paolo Jose	Shop Assistant	Service
15	Tejano, Yvianne Mae Balicao	Sales Management Assistant	Sales
16	Mercado, Cristine Costeniano	Acctg Asst - Taxation	Finance
17	Salceda, Danielle Ferrer	Acctg Asst. - General Acctg	Finance
18	Pedroso, Rhonalyn Balababa	Sales Account Management Asst.	Sales
19	Angeles, Alyanna Vianca Dedala	Svc Acctg Asst - Provincial Billing	Finance
20	Jacobe, Julie Ann Cauilan	Customer Service Representative	Service
21	Abiertas, Ramyliza Mangmang	Acctg Asst - Credit & Collect	Finance
22	Reyes, Xyhra Mae Abella	Customer Service Representative - Dealer Service Request	Service
23	Diamel, Riah Andraienne Villocillo	Payroll Specialist - Tax Processor & Other Benefits	Finance
24	Espiritu, Jisca Ann Garcia	Invoicing Clerk	Finance
25	Barcelona, Jelyn Vargas	Customer Service Representative	Service
26	Raya, Mary Rose	Acctg. Clerk - Importation	Finance
27	Frayres, Giselle Nolasco	Service Accounting Clerk - ASC Billing	Finance
28	Dayo, Regine Mae Rojo	Customer Feedback Assistant for FB Page	OP
29	Almario, Andrei Nicole Umali	Social Media Assistant	OP