



Commission on Filipinos Overseas

Document Code **CFO-AFD-FR-PRO-002**Page No. **1 of 1****PURCHASE ORDER**Revision No. **0**Effective Date **15 March 2017**

**Supplier :** CFCP. LEARN BUSINESS MANAGEMENT CONSULTANCY CO.  
**Address :** Unit 2 L Lee Gardens Commercial Center, Shaw Boulevard, Brgy. Addition Hills, Mandaluyong City  
**TIN :** 008-564-109-000

**P.O. No. :** 2021-11-102**Date :** 12-Nov-21**Mode of Procurement :** RFQ-SHOPPING**Gentlemen:**

Please furnish this Office the following articles subject to the terms and conditions contained herein:


**Place of Delivery :** CFO- Citigold Center 1345 Pres. Quirino Ave. cor., SSH, Paco Manila  
**Date of Delivery :** 30 Calendar days upon receipt by the Supplier of the Notice to Proceed.

**Delivery Term :** FULL SERVICES**Payment Term :** LDDAP-ADA

Stock/ Property No.	Unit	Description	Quantity	Unit Cost	Amount
1	lot	<p>Procurement of Training Service Provider for the Conduct of Webinar / e-Learning on Customer Service in the New Normal as requested by MIED</p> <p>Training Programs:</p> <ul style="list-style-type: none"><li>&gt; Customer Service Matters in Government<ul style="list-style-type: none"><li>&gt; Customer Satisfaction Process - CFO Brand</li><li>&gt; Development of Customer Loyalty and Retention</li></ul></li><li>&gt; Development and Transmit Positive Attitude to Others<ul style="list-style-type: none"><li>&gt; System Thinking and Film Viewing: Silo Mentality</li><li>&gt; Unraveling of the Self Assessment: Problem Solving Skills Questionnaire</li><li>&gt; Communicating Service Attitude to the Customer - Sending Verbal and Non-Verbal Messages</li></ul></li><li>&gt; Knowing What the Customer Needs</li><li>&gt; Provide What Your Customer Wants</li><li>&gt; Make Sure the Customer is Satisfied</li><li>&gt; Action Planning- Customer Service</li><li>&gt; Commitment-Stop Start-Continue</li><li>&gt; Film Viewing - Starfish or Alternative</li><li>&gt; No. of participants per Batch: 30 participant</li><li>&gt; No. of Batches : Two (2) Batches</li><li>&gt; Duration: 3 hours, 1 pm to 4 pm</li><li>&gt; Target date of Impletentation: November 18, 2021 and November 25, 2021</li></ul> <p>* Attached conditions/specifications set in the quotation are part of this Order. (Per Purchase Request No.: 2021-10-091 dated 14 October 2021)</p>	1	55,000.00	55,000.00
<b>(Total Amount in Words:)</b> FIFTY FIVE THOUSAND pesos only.					<b>55,000.00</b>

In case of failure to make the full delivery within the time specified above, a penalty of one-tenth (1/10) of one percent for every day of delay shall be imposed on the undelivered item/s.

**Conforme:**

  
**JOWENA T. MANALAC**  
Signature over Printed Name of Supplier  
**Nov. 16, 2021**  
Date

Very truly yours,

  
**ATTY. WENDELL DIMACULANGAN**  
Head, Executive Assistant

**Fund Cluster :** \_\_\_\_\_  
**Funds Available :** \_\_\_\_\_

  
**CANDELARIO R. GARCIA**  
Signature over Printed Name of Chief Accountant/

**ORS/BURS No. :** \_\_\_\_\_  
**Date of the ORS/BURS:** \_\_\_\_\_  
**Amount :** \_\_\_\_\_