



DEPARTMENT OF
ENVIRONMENT AND
NATURAL RESOURCES

30 August 1993

DENR SPECIAL ORDER
NO. 1096
Series of 1993.


SUBJECT: Seminar-Workshops on "Customer Treatment, Satisfaction and Service" and "Telephone Personality Development" to be held on September 14 and 28 and September 4 and 18, 1993 respectively, at the Asian Mansion Building (Roof Deck), 109 dela Rosa Street, Legaspi Village, Makati Metro Manila.

In the interest of the service and to train employees on the basic commandments in customer treatment and the use of the telephone as a business tool, the following employees are hereby authorized to attend the workshops, to be conducted by the Trans-Lecturers, Incorporated.

1. ROLANDO R. CASTRO - "Customer Treatment Workshop" - September 28, 1993.
2. DOLORES R. PRUDENTE - "Telephone Personality Development" - September 18, 1993.

Mr. Castro and Ms. Prudente are entitled to a seminar-workshop fee of P595.00 each and actual transportation expenses which will be charged against DENR/OSEC Funds subject to the usual accounting and auditing rules and regulations.

This Order shall take effect on the dates herein specified.


MANUEL E. GONZALEZ, JR.
Assistant Secretary for
Management Services

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