



DAB FORM 06-002 Rev. 01

Training Record

1 Training Title: <u>Basic Customer Service Skills Training</u>			2 Training Reference No. <div style="border: 1px solid black; padding: 2px; display: inline-block;"> 2 0 2 3 0 1 0 1 0 5 7 </div>									
3 Learning Objectives:												
<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; padding: 5px;">Knowledge <i>(Cognitive)</i></td> <td style="width: 33%; padding: 5px;">Skills <i>(Psychomotor)</i></td> <td style="width: 33%; padding: 5px;">Attitude <i>(Affective)</i></td> </tr> <tr> <td style="padding: 5px;"> <ul style="list-style-type: none"> ▪ Clarify the definition of Customer Service. </td> <td style="padding: 5px;"> <ul style="list-style-type: none"> ▪ Strengthen office and client transactional relationship. </td> <td style="padding: 5px;"> <ul style="list-style-type: none"> ▪ Promote client-based empathy in applicable context in the office. </td> </tr> </table>		Knowledge <i>(Cognitive)</i>	Skills <i>(Psychomotor)</i>	Attitude <i>(Affective)</i>	<ul style="list-style-type: none"> ▪ Clarify the definition of Customer Service. 	<ul style="list-style-type: none"> ▪ Strengthen office and client transactional relationship. 	<ul style="list-style-type: none"> ▪ Promote client-based empathy in applicable context in the office. 					
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<ul style="list-style-type: none"> ▪ Clarify the definition of Customer Service. 	<ul style="list-style-type: none"> ▪ Strengthen office and client transactional relationship. 	<ul style="list-style-type: none"> ▪ Promote client-based empathy in applicable context in the office. 										
4 Venue: <u>Golden Lace, Cotabato City</u>			5 Inclusive Dates: <u>March 08-09, 2023</u>									
6 Implementing Agency: <u>Bangsamoro Transition Authority (BTA) – Office of MP Mohammad S. Yacob, Ph.D.</u>			7 Learning Modality: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Synchronous Face-to-Face <input type="checkbox"/> Asynchronous Modular <input type="checkbox"/> Synchronous Webinar <input type="checkbox"/> Asynchronous E-Learning <input type="checkbox"/> Blended <input type="checkbox"/> Hybrid 									
8 Total No. of Training Hours: <u>16 Hours</u>			9 L&D Type: <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Foundational <input type="checkbox"/> Supervisory/ Managerial <input type="checkbox"/> Technical <input type="checkbox"/> Highly Specialized 									
10 Official Training Participants:												
No.	Name (<First Name><M.I.><Last Name>)	Agency	No. of Hours	No.	Name (<First Name><M.I.><Last Name>)	Agency	No. of Hours					
01	ABDULLAH M. MASTURA	BTA - MP YACOB	16	12	MOHAMMED ISMAIL T. OMAR	BTA - MP YACOB	16					
02	AKMAD S. ANDIL	BTA - MP YACOB	16	13	NAILA G. DATUKAN	BTA - MP YACOB	16					
03	AMANI A. GUIAMALON	BTA - MP YACOB	16	14	NOR-AIN K. USOP	BTA - MP YACOB	16					
04	ESSHAM V. ALESO	BTA - MP YACOB	16	15	NORHAIMIN N. OMAR	BTA - MP YACOB	16					
05	GIHADA E. MAULANA	BTA - MP YACOB	16	16	NORHAYAH E. DATUMANONG	BTA - MP YACOB	16					
06	HALID A. LAHMUDIN	BTA - MP YACOB	16	17	NORNISSA A. ESMail	BTA - MP YACOB	16					
07	HAMMAD A. YACOB	BTA - MP YACOB	16	18	ROSDA E. BUNDA	BTA - MP YACOB	16					



Republic of the Philippines

Bangsamoro Autonomous Region in Muslim Mindanao

Office of the Chief Minister

DEVELOPMENT ACADEMY OF THE BANGSAMORO

A  **Recognized Government Learning & Development Institution**

2nd Floor, Japan ARMM Friendship Hall and Training Center Bldg.,

Bangsamoro Government Center, Gov. Gutierrez Ave., RH-VII, Cotabato City



08	HARIS A. AKMAD	BTA - MP YACOB	16	19	SAHEDA A. OMAR	BTA - MP YACOB	16
09	HUMAI SI D. ISMAIL	BTA - MP YACOB	16	20	SAMYA G. TAHA	BTA - MP YACOB	16
10	LAHMODIN A. GUIAMALON	BTA - MP YACOB	16	21	WALID Y. ISKAK	BTA - MP YACOB	16
11	MARDISA O. MUA	BTA - MP YACOB	16	--	-----Nothing Follows----- ----	--	--

11 Certified by:

HUSSIEN A. ABO, LPT, MAPDS

Lead Facilitator & Training Specialist

12 Recommending Approval:

NORHAINA B. UGOKAN, LPT, JD

Chief, Center for Training and Assessment

13 Approved by:

HISHAM S. NANDO, MA

Executive Director