




Individual Performance Commitment and Review (IPCR)

commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period

MARIO C. FERNANDEZ
Beach Supervisor

Reviewed by 	Date	Approved by	Date
MAGED KARIM, Esq. Resident Manager		ATTY. MARIA TERESA C. ALVAREZ Manager-Operations Department	
IMMEDIATE SUPERVISOR		Head of Office 	

TRATEGIC OBJECTIVES FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
	Summary of Customer Feedback Forms submitted monthly to the RM on the 3rd WORKING day of the succeeding month Gathered a total score of 50% at the end of December 31, 2019	Submitted on the 2nd working day and achieved 98.25% satisfaction rating for the period	5.000		4.333	4.667	Sick leave from Oct 2019
	Summary of Emoticons submitted to the RM on the 3rd WORKING day of the succeeding month Garnered a total score of 85% Smiley Images each month	Submitted on the 2nd working day and achieved 85.18% Happy Smiley Emoticons	5.000		4.333	4.667	Sick leave from Oct 2019
FINAL AVERAGE RATING						4.667	

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
 MARIO C. HERNANDEZ		I certify that I discussed my assessment of the performance with the employee			

(EMPLOYEE NAME)

(Department Head Name)

OPERATIONS DEPARTMENT
Zamboanga Golf Course & Beach Park
RATING MATRIX
July - December 2019

SUCCESS INDICATOR	TIMELINESS	QUALITY
Summary of Customer Feedback Forms submitted monthly to the RM on the 3rd WORKING day of the succeeding month	5 - submitted on the 1st WD 4 - submitted on the 2nd working day 3 - submitted on the 3rd working day 2 - submitted on the 4th working day 1 - submitted beyond 4h WD	5 - 30 & above respondents 4 - 25 - 29 respondents 3 - 20 - 24 respondents 2 - 15 - 19 respondents 5 - above 70% 4 - 61% - 70% 3 - 50% 2 - 40% - 49.99% 1 - below 40%
Gathered a total score of 50% at the end of December 31, 2019		
Summary of Emoticons submitted to the RM on the 3rd WORKING day of the succeeding month	5 - submitted on the 1st WD 4 - submitted on the 2nd working day 3 - submitted on the 3rd working day 2 - submitted on the 4th working day 1 - submitted beyond 4h WD	
Garnered a total score of 85% Smiley Images each month		5 - above 91% Smiley Images 4 - 86.01% - 91% Smiley Images 3 - 85% - 86% Smiley Images 2 - 80% - 84.99% Smiley Images 1 - below 80% Smiley Images