



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Individual Performance Commitment and Review (IPCR)

I, **CRESENCIO S. PASCUAL**, of the **OPERATIONS DEPARTMENT, CLUB INTRAMUROS GOLF COURSE**,
 commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period
JANUARY TO JUNE 2020

CRESENCIO PASCUAL

Ratee

Date: January 3, 2020

Reviewed by	Date	Approved by	Date
 JOSE RAMON L. RAMOS Immediate Supervisor		 ATTY. MARIA TERESA C. ALVAREZ Head of Office	



STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
SO9: Develop a portfolio of Innovative customer centric	Submitted Customer Feedback Form with summary report to the RM on the 3rd WDS of the succeeding month.	Monthly customer feedback submitted to RM earlier than 2nd WDS the succeeding month, achieved 99% satisfaction rating.	5.000		5.000		5.000
	Submitted 85% Smiley Images (summary) to the RM on the 3rd WDS of the succeeding month.	Submitted 96.72% Smiley Images summary to RM within 4th WDS of the succeeding month.	4.750		2.500		3.625
	Golf Course management and supervision re: daily supervision of golf course maintenance. Fertilizer & chemical application inspected & verified by the RM on the 25th day of the month.	Complete fertilizer and chemical application, inspected and verified by the RM on or before 23rd of the month.	5.000		5.000		5.000
Support							
FINAL AVERAGE RATING							4.542



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Comments and Recommendations for Development Purposes

MR. PASCUAL IS A DEDICATED GOLF COURSE SUPERVISOR. HE KNOWS HIS JOB VERY WELL. HE IS AN ASSET TO CIGC.

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
 CRESENCIO PASCUAL (EMPLOYEE NAME)		I certify that I discussed my assessment of the performance with the employee.		 ATTY. MARIA TERESA C. ALVAREZ (DEPARTMENT HEAD NAME)	

Legend: 1 - Quality 2 - Efficiency 3 - Timeliness 4 - Average

CLUB INTRAMUROS GOLF COURSE
RATING MATRIX for Feedback Forms & Smiley
January - June 2020

SUCCESS INDICATOR	TIMELINESS	QUALITY
<p>Summary of Customer Feedback Forms submitted to the RM on the 3rd working day of the succeeding month</p> <p>Achieved 50% satisfaction rating for the period</p>	<p>5- submitted earlier than 2nd WD 4- submitted within 2nd WD 3 - submitted within 3rd WD 2 - submitted on the 4th WD 1 - submitted beyond 4th WD</p>	<p>5 - above 61% 4 - 51% to 60% 3 - 50% 2 - 40% to 49% 1 - below 40%</p>
<p>Summary of Emoticons submitted to the RM on the 3rd working day of the succeeding month</p> <p>Achieved 85% Happy Smiley Emoticons</p>	<p>5- submitted earlier than 2nd WD 4- submitted within 2nd WD 3 - submitted within 3rd WD 2 - submitted on the 4th WD 1 - submitted beyond 4th WD</p>	<p>5 - above 95% 4 - 86% to 95% 3 - 85% 2 - 74% to 84% 1 - below 75%</p>
<p>Golf Course Management and Supervision Re: Daily supervision of golf course maintenance. Fertilizer & Chemical application inspected and verified by the RM on the 25th of the month</p>	<p>5- on or before 23rd day of the month 4- 24th day of the month 3- 25th day of the month 2- 26th day of the month 1- beyond 26th day of the month</p>	<p>5- complete 1-incomplete</p>