



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 **JULY - DECEMBER 2019**

CRESENCIO PASCUAL

Ratee



Date: July 1, 2019

Reviewed by		Date	Approved by	Date	
 ADELFO A. MENDOZA III Immediate Supervisor			ATTY. MARIA TERESA C. ALVAREZ Head of Office		
STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	RATING			Remarks
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.	Q1	E2	T3	A4
	Submitted 85% Smiley Images (summary) to the RM on the 3rd WDS of the succeeding month.	5.000		2.000	
	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.	4.000		2.333	
Support		5.000		5.000	
FINAL AVERAGE RATING					3.889

complete fertilizer + chemical application, inspected & verified by the RM on or before 25th day of the month



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Comments and Recommendations for Development Purposes				
Assessed with	Date	Assessed by	Date	Final Ranking by
		I certify that I discussed my assessment of the performance with the employee.		
 CRESENCIO PASCUAL (EMPLOYEE NAME)		 ADELFO A. MENDOZA III CIGC- RESIDENT MANAGER		ATTY. MARIA TERESA C. ALVAREZ (DEPARTMENT HEAD NAME)

CLUB INTRAMURALS GOLF COURSE
RATING MATRIX for Feedback Forms & Smiley
 July to December 2019

SUCCESS INDICATOR	TIMELINESS	QUALITY
Summary of Customer Feedback Forms submitted to the RM on the 3rd working day of the succeeding month Achieved 50% satisfaction rating for the period	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	5 - above 61% 4 - 51% to 60% 3 - 50% 2 - 40% to 49% 1 - below 40%
Summary of Emoticons submitted to the RM on the 3rd working day of the succeeding month Achieved 85% Happy Smiley Emoticons	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	5 - above 95% 4 - 86% to 95% 3 - 85% 2 - 74% to 84% 1 - below 75%
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	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	5- complete 1-incomplete