




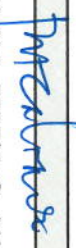
**TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY**  
**Individual Performance Commitment and Review (IPCR)**

I, **ELLEONOR W. GUMASTIN-GULANGAN**, of the **OPERATIONS DEPARTMENT, BANAUE HOTEL AND YOUTH HOSTEL**, 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 1 to December 31, 2019**

**ELLEONOR GUMASTIN-GULANGAN**

Ratee

Date: **July 10, 2019**

Reviewed by	Date	Approved by	Rating				Date
 <b>MARLON S. PRIETO</b> Resident Manager	July 10, 2019	 <b>ATTY. MA. TERESA C. ALVAREZ</b> Manager-Operations Department Head of Office					
STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
STRATEGIC OBJECTIVE  Output 1 SO9: Develop a portfolio of innovative, customer-centric tourism products and services	Summary of Customer Feedback Forms submitted monthly to the DM-OPED on the 5th Working Day of the succeeding month and achieved a 50% satisfaction rating for the period.	Summary of Customer Feedback Forms submitted an average of more than 6 WD and achieved a 90.40% satisfaction rating for the period.	Q1	E2	T3	A4	Reassigned to Balicasag Island Dive Resort starting 28 November 2019.
			5.000		1.400	3.200	
Summary of Emoticons submitted to the DM-OPED on the 5th Working day of the succeeding month and achieved an 85% Happy Smile Emoticons.		Summary of Emoticons submitted to the DM-OPED an average of 6 Wdays of the succeeding month and achieved an average of 91.51% Happy Smile Emoticons	5.000		2.400	3.700	Reassigned to Balicasag Island Dive Resort starting 28 November 2019.

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
Output 1 Entity operation and management	Assisted in the general management of various aspects of hotel/resort operations and oversees upkeep and improvement of hotel/resort and performs other related functions, 95% of the time rendered with no AOMs.	Assisted in the general management of various aspects of hotel/resort operations and oversees upkeep and improvement of hotel/resort and performs other related functions, 95% of the time rendered with 1 AOM.	5.000	4.000		4.500	Reassigned to Balicasag Island Dive Resort starting 28 November 2019.
FINAL AVERAGE RATING						3.800	

#### Comments and Recommendations for Development Purposes

*Can be depended upon assigned tasks. Responsible in any aspect of operation. desired to be promoted to a higher level of management.*

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
		I certify that I discussed my assessment of the performance with the employee.			
ELLEONOR W. GUMASIN-GULANGAN	<i>Elleonor W. Gumasin-Gulangan</i>	MARION S. PRIETO	<i>Marion S. Prieto</i>	ATTY. MA. TERESA C. ALVAREZ	<i>Ma. Teresa C. Alvarez</i>

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

**OPERATIONS DEPARTMENT**  
**BANAUE HOTEL & YOUTH HOSTEL**  
**RATING MATRICES FOR JULY TO DECEMBER 2019**

INDIVIDUAL LEVEL				
SUCCESS INDICATOR	POSITION	TIMELINESS	EFFICIENCY	QUALITY
Summary of Customer Feedback Forms submitted monthly to the DM-OPED on the 5th Working Day of the succeeding month and achieved a 50% satisfaction rating for the period.	HOO	5 - submitted within 1-3 Wdays 4 - submitted within 4 Wdays 3 - submitted within 5 Wdays 2 - submitted within 6 Wdays 1 - submitted beyond 6 Wdays		5 - above 70% 4 - 61% to 70% 3 - 50% 2 - 40% - 49.99% 1 - below 40%
Summary of Emoticons submitted to the DM-OPED on the 5th Working day of the succeeding month and achieved an 85% Happy Smiley Emoticons.	HOO	5 - submitted within 1-3 Wdays 4 - submitted within 4 Wdays 3 - submitted within 5 Wdays 2 - submitted within 6 Wdays 1 - submitted beyond 6 Wdays		5 - above 91% Happy Smiley Images 4 - 86.01% to 91% Happy Smiley Images 3 - 85% - 86% Happy Smiley Images 2 - 80% - 84.99% Happy Smiley Images 1 - below 80% Happy Smiley Images
Assisted in the general management of various aspects of hotel/resort operations and oversees upkeep and improvement of hotel/resort and performs other related functions. 95% of the time rendered with no AOMs.	HOO		5 - no AOMs	5- 95% of time rendered
			4 - 1 AOM	4- 90% of time rendered
			3 - 2 AOMs	3- 85% of time rendered
			2 - 3 AOMs	2- 80% of time rendered
			1 - 4 or more AOMs	1- 75% of time rendered