



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM

TO : The RESIDENT MANAGERS/OFFICERS-IN-CHARGE

FROM : The MANAGER
Operations Department

RE : **Action Plans for Customer Satisfaction Survey Results**

DATE : 6 September 2021

The 2020 Customer Satisfaction Survey had a high rating. However, it has a number of negative comments for each of the entity. One of the biggest factor of these negative feedback was due to the ongoing COVID 19 Pandemic worldwide. Because of this, our long anticipated rehabilitation of the entities was put on hold due to budgetary constraints. In addition, the necessary trainings for the staff were also affected due to travel restrictions, prohibition of face to face training and IATF protocol.

But as a service provider, we must not allow this situation to affect us and instead, take this as an opportunity to strive more on improving our services in this currently difficult situation.

In this regard, strictly monitor the Action Plans on the negative customer feedback received by your entities. In case you have other ideas to improve and address the negative comments, feel free to email or send them thru messenger.

We are one in ensuring that all our customers will leave our premises happy even at this pandemic times.

Atty. MARIA TERESA C. ALVAREZ

jane/ memo action plans with timelines