



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

I, **JOSE RAMON L. RAMOS**, 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

JOSE RAMON L. RAMOS

Ratee

Date: January 4, 2020

Reviewed by	Date	Approved by	Date
ATTY. MARIA TERESA C. ALVAREZ <i>M. Alvarez</i> Immediate Supervisor		JETRO F. LOZADA Head of Office	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
SO9: Develop a portfolio of innovative customer centric products & services	Achieved Gross Revenue of P13,000,000.00 by the end of June 30, 2020.	Achieved Gross Revenue of P13,290,325.78 by the end of June 30, 2020	3.000		5.000	4.000	
	Accurate financial Report, submitted to OPED on the 8th WD of the succeeding month.	Submitted financial Report to OPed earlier than 7wd and beyond 9th WD	5.000		3.333	4.166	
	Submitted monthly summary of customer Feedback to OPED on the 5th WD of the succeeding month and achieved a performance rating of 90% at the end of June 30, 2021.	Submitted monthly summary of Customer feedback earlier than 7WD and achieved 98.56%.	5.000		5.000	5.000	
	Submitted monthly summary of emoticons to OPED on the 5th WD of the succeeding month with a performance of 85%.	Submitted monthly summary of emoticons earlier than 4 WD with a performance of 96.72%. (note: lock down)	5.000		3.667	4.333	
FINAL AVERAGE RATING						4.375	

Comments and Recommendations for Development Purposes

for training on gold mine supervision and management

Discussed with	Date	Assessed by	Date	Final Ranking by	Date
		I certify that I discussed my assessment of the performance with the employee.			
JOSE RAMON L. RAMOS		ATTY. MARIA TERESA C. ALVAREZ		JETRO F. LOZADA	
(CIGC - OFFICER-IN-CHARGE)		Immediate Supervisor		(DEPARTMENT HEAD NAME)	

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

OPERATIONS DEPARTMENT
Club Intramuros Golf Course
 January to June 2020

SUCCESS INDICATOR	TIMELINESS	QUALITY
Achieved Gross Revenue of P13,000,000.00 by the end of June 30, 2020.	5- achieved by June 30, 2020	5 - P15,600,000.00 & above 4- P14,300,000.01 - P15,600,000.00 3- P11,7000,000.00- P14,300,000.00 4- P10,400,000.00 - P11,699,999.99 1- P10,399,999.99 & below
Submitted monthly summary of customer Feedback to OPED on the 5th WD of the succeeding month.	1- was not achieved by June 30, 2020 5- submitted earlier than 4WD 4- submitted on 4th WD 3- submitted on the 5th WD 2- submitted on the 6th WD 1- submitted beyond 6th WD	5 - above 91% 4- 86.01% - 91% 3- 85% - 86% 2- 80% - 84.99% 1- below 80%
achieved a performance rating of 85% at the end of June 30, 2020.		
Submitted monthly summary of emoticons submitted to OPED on the 5th WD of the succeeding month	5- submitted earlier than 4WD 4- submitted on 4th WD 3- submitted on the 5th WD 2- submitted on the 6th WD 1- submitted beyond 6th WD	5 - above 91% happy smileys 4- 86.01% - 91% happy smileys 3- 85% - 86% happy smileys 2- 80% - 84.99% happy smileys 1- below 80% happy smileys
Attained 85% happy smileys (number of happy smileys/total smileys)		
Accurate Financial Report, submitted to OPED on the 8th WD of the succeeding month.	5- submitted earlier than 7WD 4- submitted on 7th WD 3- submitted on the 8th WD 2- submitted on the 9th WD 1- submitted beyond 9th WD	5 - 100% accurate 1- with error