



i. ELLEONOR W. GUMASTIN-GULANGAN, of the OPERATIONS DEPARTMENT, BALICASAG ISLAND DIVE RESORT, commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for the period

Rate
ELEONOR GUMASTIN-GULANGAN

Date: January 5, 2020

Reviewed by	Date	Approved by	Date				
ATTY. MA. TERESA C. ALVAREZ Manager-Operations Department	Jan. 5, 2020	JETRO NICOLAS F. LOZADA ACCO-Assets Management Sector					
Immediate Supervisor		Head of Office					
STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING	Remarks			
			Q1	E2	T3	A4	
STRATEGIC OBJECTIVE Output 1 SO4: Achieved Financial Viability and Sustainability of Assets	Achieved Gross Revenue of P3,700,000 by the end of June 30, 2020.	Achieved a gross revenue of P3,978,600.00 by the end of June 30, 2020.	3.000		5.000	4.000	
SO9: Develop a portfolio of innovative, customer-centric tourism products and services	Accurate Financial Reports submitted to OPED on 8th WD of the succeeding month	Accurate Financial Reports submitted to OPED on the 9th WD of the succeeding month	5.000		2.333	3.667	

GENERAL OBJECTIVES/ FUNCTIONS	SUCCESS INDICATOR	Actual Accomplishments	RATING				Remarks
			Q1	E2	T3	A4	
	Monthly summary of Customer Feedback submitted to OPED on the 5th WD of the succeeding month	Monthly summary of Customer Feedback submitted to OPED on the 6th WD of the succeeding month	5.000		2.333	3.667	No data gathered for the rest of March 2020 to June 2020 due to the lockdown.
	Monthly summary of emoticons gathered submitted to OPED on the 5th WD of the succeeding month	Month summary of emoticons gathered submitted to OPED on the 6th WD if the succeeding month	5.000		2.333	3.667	No data gathered for the rest of March 2020 to June 2020 due to the lockdown.
FINAL AVERAGE RATING						3.750	

Comments and Recommendations for Development Purposes

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. GUMASTA-GULANGAN		ATTY. MA. TERESA C. ALVAREZ		JETRO NICOLAS F. LOZADA	

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

OPERATIONS DEPARTMENT

RATING MATRIX

January - June 2020

Balicasag Island Dive Resort

SUCCESS INDICATOR	TIMELINESS	QUALITY
Achieved Gross Revenue of P3,700,000.00 by the end of June 30, 2020	5 - achieved by June 30, 2020 1 - was not achieved by June 30, 2020	Incurred Gross Revenue of 5 - P4,400,000.01 & above 4- P4,070,000.01 - P4,440,000.00 3- P3,330,000.00 - P4,070,000.00 2- P2,960,000.00 - P3,329,999.99 1 - P2,959,999.99 & below
Monthly summary of Customer Feedback submitted to OPED on the 5th WD of the succeeding month. Achieved a performance rating of 85% at the end of June 30, 2020.	5 - submitted earlier than 4 WD 4 - submitted on the 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%
Monthly summary of emoticons gathered submitted to OPED on the 5th WD of the succeeding month Attained 85% happy smileys (number of happy smiley/total smiley)	5 - submitted earlier than 4 WD 4 - submitted on the 4th WD 3 - submitted on the 5th WD 2 - submitted on the 6th WD 1 - submitted beyond 6th WD	5 - above 95% happy smiley 4 - 90.01% - 95% happy smiley 3 - 85% - 90% happy smiley 2 - 80% - 84.99% happy smiley 1 - below 80% happy smiley
Accurate Financial Reports submitted OPED on 8th WD of the succeeding month	5 - submitted earlier than 7 WD 4 - submitted on the 7th WD 3 - submitted on the 8th WD 2 - submitted on the 9th WD 1 - submitted beyond 9 WD	5 - 100% accurate 1 - with error