



TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
Office Performance Commitment and Review (OPCR)

I, MA. TERESA C. ALVAREZ, Manager of the Operations Department commit to deliver and agree to be rated on the attainment of the following targets in accordance with the indicated measures for period July 1, 2019 - December 31, 2019

Approved by:

JETRO NICOLAS F. LOZADA
 Assistant Chief Operating Officer

Maria Teresa C. Alvarez
MARIA TERESA C. ALVAREZ
 Manager, Operations Department

Rating Scale : 5 - Outstanding	2 - Unsatisfactory
4 - Very Satisfactory	1 - Poor
3 - Satisfactory	

STRATEGIC OBJECTIVES/ FUNCTIONS	SUCCESS INDICATORS	Allotted Budget	Division Accounta ble	Actual Accomplishments	RATING				Remarks
					Q1	E2	T3	A4	
SO2: Achieved Financial Viability & Sustainability of TIEZA Assets	Achieved a Net Income of P30M before depreciation for all revenue generating Assets by the end of December 31, 2019		RM	Achieved a Net Income of P108.40, by December 31, 2019	5.00		5.00	5.00	
SO3: Institutionalize a TIEZA branding anchored on Transparency, Efficiency, Quality Service and Being Environment Friendly and Filipino-themed for Projects	Attained Satisfaction Rating of 50% based on Customer Feedback forms by the end of December 31, 2019. Summary of Customer Feedback forms submitted to the ACOO-AMS on the 7th WD of the succeeding year		RM	Attained a rating of 97.35% for Customer Feedback, submitted by January 8, 2020	5.00		5.00	5.00	
SO5: Development of Customer-centric Products and Services	Garnered 85% Happy Emoticons based on the Smiley survey conducted for the rating period. Summary of Emoticons submitted to the ACOO - AMS on the 7th WD of the succeeding year		RM	Garnered 93.75% Happy Emoticons, submitted by January 8, 2020	5.00		5.00	5.00	
	Submitted Revised Operations Manual with two (2) revisions, to the ACOO - AMS by the end of December 31, 2019		DM	Revised Operations Manual with one (1) revision, submitted by December 16, 2019	4.00		5.00	4.50	



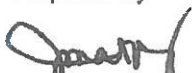
TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY
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SOG: Build and Strengthen Organizational Capabilities	59% of personnel with competency based enhancement needs sent to competency based training	Oped/RMs	93.75% of OPED personnel attended the competency based training	5.00	5.00		
	AVERAGE RATING						
	CATEGORY		RATING				
	Strategic Objective Achieved financial viability and sustainability of TIEZA assets 1) Achieved a Net Income of P30M before depreciation for all revenue generating assets by the end of December 31, 2019 2) Attained Satisfaction Rating of 50% based on Customer Feedback forms by the end of Dec 31, 2019. Summary of Customer Feedback forms submitted to the ACOO-AMS on the 7th WD of the succeeding year 3) Garnered 85% Happy Emoticons based on the Smiley Survey conducted for the rating period. Summary of Emoticons submitted to the ACOO-AMS on the 7th WD of the succeeding year. 4) Submitted Revised Operations Manual with two (2) revisions to the ACOO-AMS by the end of December 31, 2019 5) 59% of personnel w/competency based enhancement needs sent to competency based training		Q1	E2	T3	A4	
			5.00		5.00		5.00
			5.00		5.00		5.00
			5.00		5.00		5.00
			4.00		5.00		4.50
	Total Overall Rating		5.00			5.00	
	Final Average Rating					24.50	
Adjectival Rating					4.90		
					V.S.		
Assessed by:				Final Rating by:			
ATTY. IVY V. ASEITRE Manager, Corporate Planning Department		Chairperson, Performance Management Team		POCHOLO J. D. PARAGAS Chief Operating Officer			

TIEZA ENTITIES
QUARTERLY FINANCIAL PERFORMANCE (After Closing of Books)
CY 2019
Before Depreciation (In Thousand Pesos)

ENTITIES	1st Quarter (Jan - Mar)	2nd Quarter (Apr - June)	3rd QUARTER (Jul- Sept)	4th QUARTER (Oct- Dec)	TOTAL
	NI(NL)	NI(NL)	NI(NL)	NI(NL)	NI(NL)
Balicasag Island Dive Resort	(120.9)	(1,369.6)	(1,445.5)	(1,615.0)	(4,551.0)
Banaue Hotel & Youth Hostel	6,157.8	(1,103.3)	(2,887.8)	(490.9)	1,675.8
Club Intramuros Golf Course	1,995.8	(2,992.1)	(625.6)	207.8	(1,414.1)
Gardens of Malasag	(1,554.9)	(3,172.1)	(1,745.7)	(1,853.7)	(8,326.4)
Zamboanga Golf Course and Beach	1,297.7	161.8	1,007.2	1,662.2	4,128.9
Light & Sound Museum	(140.2)	(1,842.9)	(1,267.3)	(2,381.2)	(5,631.6)
Cebu Field Office (CFO)	1,590.9	1,648.2	981.3	198.1	4,418.6
Sub Total	9,226.2	(8,670.0)	(5,983.4)	(4,272.7)	(9,699.9)
JV/Leased Sale					
Luneta Boardwalk	1,235.1	9,075.0	7,007.7	6,390.2	23,708.0
Boracay Water Treatment Facility	46,555.7	32,625.1	46,508.0	55,189.3	180,878.1
ICC	300.0	448.8	2,400.4	1,161.1	4,310.2
Sub Total	48,090.8	42,148.9	55,916.1	62,740.5	208,896.3
TOTAL	57,317.0	33,478.9	49,932.7	58,467.8	199,196.4

Prepared By

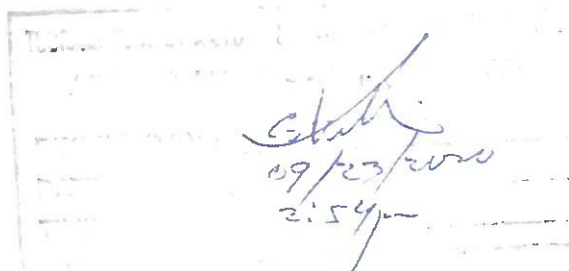


 Mae Y. Martinez
Operations Department

Noted:



Atty. Maria Teresa C. Alvarez
Manager, Operations Department

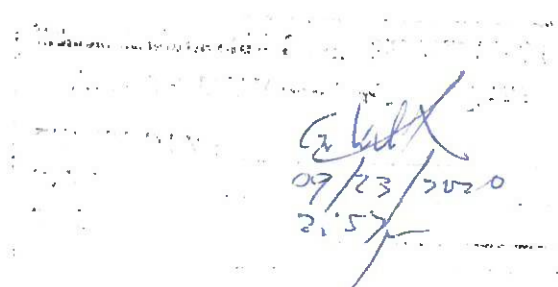


TIEZA Entities
Financial Performance (After Closing of Books)
As of December 2019
(In Thousand Pesos)

	Target CY 2019 (Before Depreciation)	Actual				
		Revenues	Expenses	Income /(Loss) Before Depreciation	Depreciation	Net Income / (Loss) after Depn.
Operating Assets						
Balicasag Island Dive Resort	4.5	17,307.7	21,858.7	(4,551.0)	3,825.5	(8,376.5)
Banaue Hotel & Youth Hostel	12,500.0	41,996.1	40,320.3	1,675.8	7,635.6	(5,959.8)
Club Intramuros Golf Course	221.7	42,082.5	43,496.6	(1,414.1)	14,855.2	(16,269.3)
Gardens of Malasag	(1,500.0)	10,173.0	18,499.5	(8,326.4)	2,893.9	(11,220.3)
Zamboanga Golf Course Beach	5,622.0	20,455.6	16,326.7	4,128.9	2,126.6	2,002.3
Lights& Sound Museum	(4,888.1)	2,422.2	8,053.8	(5,631.6)	901.4	(6,533.0)
Cebu Field Office (CFO)	3,500.0	9,591.2	5,172.6	4,418.6	1,870.1	2,548.4
Total	15,460.2	144,028.3	153,728.2	(9,699.9)	34,108.3	(43,808.2)
JV / Leased Assets						
Luneta Boardwalk	24,213.3	23,708.0		23,708.0		23,708.0
Boracay Water Treatment Facility	156,225.9	185,974.4	5,096.4	180,878.1	114,480.8	66,397.3
ICC	5,833.5	4,310.2		4,310.2	487.1	3,823.1
Total	186,272.7	213,992.7	5,096.4	208,896.3	114,967.9	93,928.4
Grand Total	201,732.9	358,021.0	158,824.6	199,196.4	149,076.2	50,120.2

****as of March 9, 2020**
Prepared by :

Mae Y. Martinez
Noted by:

Atty. Maria Teresa C. Alvarez


Summary of Feedback Forms
July - December 2019

Operations Department

Entities	Excellent	Very Satisfactory	Satisfactory	Fair	Poor	No Answer	Total	Satisfied	Dissatisfied
Balicasag Island Dive Resort	611	453	100	32	3	0	1199	97.08%	2.92%
Banaue Hotel & Youth Hostel	140	123	29	15	4	12	323	90.40%	9.60%
Cebu Field Office	354	425	173	20	1	11	984	96.75%	3.25%
Club Intramuros Golf Course	130	549	278	14	1	0	972	98.46%	1.54%
Gardens of Malasag Eco-Tourism Vill.	664	713	432	62	1	0	1872	96.63%	3.37%
Light & Sound Museum	2763	1084	406	59	4	0	4316	98.54%	1.46%
Zamboanga Golf Course & Beach Park	241	268	159	34	2	0	704	94.89%	5.11%

Satisfied Customer	10,095
Dissatisfied Customer	275
Total	10,370

97.35%

Prepared by:

Mae Y. Martinez

Noted by:

Atty. MARIA TERESA C. ALVAREZ
 Manager - Operations Department

TIME

1/8/20
 4:18

SUMMARY OF SMILEY SURVEY FORM
July - December 2019

	July-Sept		Oct-Dec		Total		Average		Total Number of Emotions
	U	o	U	o	U	o	U	o	
Balicasag Island Dive Resort	1,738	34	1,773	33	3,511	67	98.13%	1.87%	3,578
Banuae Hotel & Youth Hostel	1,177	114	456	38	1,633	152	91.48%	8.52%	1,785
Cebu Field Office	2,593	142	4,897	227	7,490	369	95.30%	4.70%	7,859
Club Intramuros Golf Course	423	23	495	36	918	59	93.96%	6.04%	977
Gardens of Malasag Eco-Tourism Vill.	1,589	124	2,131	756	3,720	880	80.87%	19.13%	4,600
Light & Sound Museum	3,286	257	9,827	1,441	13,113	1,698	88.54%	11.46%	14,811
Zamboanga Golf Course & Beach Park	30,385	1,535	30,584	1,328	60,969	2,863	95.51%	4.49%	63,832
Grand Total					91,354	6,088	93.75%	6.25%	97,442

Prepared by:

Mae Y. Martinez

Noted by:


Atty. MARIA TERESA C. ALVAREZ
Manager - Operations Department

ASSETS MANAGEMENT

RECEIVED BY: [Signature]

DATE: 11/19/20

TIME: 4:18 PM

	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
	OPERATIONS MANUAL	Effectivity Date	
		Revision Level	
	Levels of Authority	Document Code	Policy No. 1

Pursuant to Board Resolution No. R- 18- 02- 19 dated 18 February 2019, the following Levels of Authority shall be adopted:

1. Cash Advance

The Authority to grant cash advances shall be signed by the Chief Operating Officer (COO) or his duly authorized representative.

Nonetheless, the granting of cash advances in the amount of P50, 000.00 and below, shall be approved by the Assistant Chief Operating Officer (ACOO) concerned, or the ACOO of other sectors in case of absence of the concerned ACOO.

2. Designation of Officer-in-Charge

In case the COO shall be on temporary leave or on official business, and not due to resignation, death, or legal incapacity, the COO shall designate an Officer-in-Charge from among the ACOOs. All other OICs of the various units shall be designated by the ACOO/ OIC- ACOO of their respective sectors.

3. Travel Orders

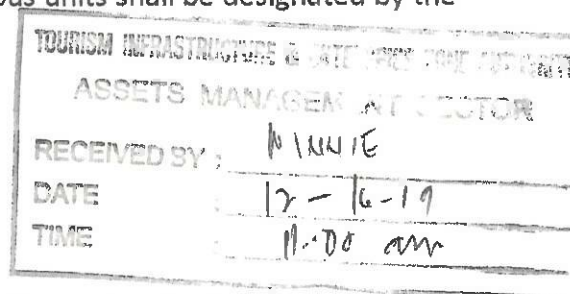
3.1 Foreign Travel

Upon the recommendation of the COO/ OIC, all office orders for foreign travel shall be signed by the Secretary of the Department of Tourism or its duly authorized representative

3.2 Local Travel

Length of Travel

PARTICULARS	OFFICE	APPROVING AUTHORITY
Length of Travel is -		
• Up to 15 calendar	• Offices Under the Chief Operating	Chief Operating Officer or his duly authorized



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Summary of Seminars Attended for 2019
(Operations Department)

Participants	Seminars attended
1. Alvarez, Ma. Teresa C.	10
2. Abul, Sheridan Claire	1
3. Alanano, Ellan Rheanne	1
4. medo, Anna Riza	1
5. Andres, Mary jane	6
6. Anota, Danilo	1
7. Borja, Claire	6
8. Castro, Kathryn	1
9. Galang, Teresa	2
10. Galimba, John Michael	1
11. Gatmaitan, Juliet	4
12. Godalle, Krystine Joy	2
13. Gulangan, Elleonor	2
14. Maningas, Trixie Juanita	5
15. Marquez, Ma. Carmela	6
16. Martinez, Ma. Gina	6
17. Mendoza III, Adelfo	3
18. Montegrande, Maria Elsa	2
19. Oyales, Mercedita	4
20. Pacelan, Leilani	1
21. Pascual, Cresencio	2
22. Piog, Henry	3
23. Polinar, Clarisse Mae	1
24. Quijada, Arceli Dolorosa	3
25. Salaan, Eden	4
26. Sarip, Magdara	2
27. Sibi, Juliet	1
28. Julius Mar Tambo	2
29. Tundagui, Vivian	2
30. Ybañez, Irene	2
Total	87
Percentage Rating	30/32 x 100 = 93.75

Legend:

30 – number of Oped employees who attended the seminar for CY 2019

32 – Total number of Operations Dept Permanent Employees (with plantilla)

Prepared by:



Mary Jane Andres

Noted by:



Atty. MARIA TERESA C. ALVAREZ