

MEMORANDUM

To : OPERATIONS & HEAD OFFICE MANAGERS
Date : FEBRUARY 7, 2022
Subject : SPIEL ON CEG PROCESSING TIME

Parallel with our objective in obtaining a positive impression on customers that EO has good quality and affordable products, we should likewise make our services more competitive. In this regard, effective immediately, we are implementing the usage of the spiel whenever customers would ask "gaano katagal magpagawa ng salamin?"

I. SPIEL # 1:

"Sir pag available po ang lens nyo, 20 minutes lang po after payment makukuha nyo na po ang eyeglasses nyo."

NOTE: Use the spiel on the following conditions:

1. After patient check-up,
2. Lens is available,
3. Rx and SI has been filled-up,
4. Payment has been made, and
5. No CEG job on hand.

II. SPIEL # 2:

"Sir kung may stock po kami ng lens niyo, kaya po ng 20 minutes after payment, depende po kung may nakapila for cutting. Kung wala naman po, babalikan nyo po ng 20mins."

NOTE: Use the spiel to answer customer inquiry on CEG processing time.

III. SPIEL # 3:

"Sir kaya pong gawin itong salamin in 20 minutes, but since may mga nauna lang po, balik po kayo after exact time" (lead time will depend on Optician's assessment)

NOTE: Use the spiel on the following conditions:

1. Optician is on break.
2. Number of jobs on hand.

IV. SPIEL # 4:

"Sir itong frame nyo po ay rimless/ semi rimless/grooving, mas matagal po itong gawin dahil po sa design nito, pwede po kayo bumalik after exact time" (lead time will depend on Optician's assessment)

NOTE: Use the spiel on the following conditions:

1. Rimless frame /semi rimless/ grooving frame.
2. 1 hour if no CEG job on hand.
3. 1 hour and 30 minutes if there are jobs on hand.

For your strict compliance.

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