



**Center For Industrial Technology And Enterprise**  
**San Jose, Cebu City Philippines**

**Tel. No. 346-1611 Fax No. 236-2650**

# **ACCOMPLISHMENT REPORT**

**Diploma in Computer Engineering Technology**

**S. Y. 2021-2024**

**Submitted By: Joseph Delostrico**

**Adviser: Mr. Jorge Larobis**

# **Accomplishment Report**

**On-the-Job Training (OJT) at CITE Technical Institute, Inc.**

**Duration:** 15 Months

**Department:** Finance

**Trainee:** Joseph Delostrico

**Reporting Period:** January 10, 2024 – April 10, 2025

## **Introduction**

**CITE Technical Institute, Inc.** is a School providing opportunities to underprivileged youth company. The Center for Industrial Technology and Enterprise (CITE) Technical Institute was motivated by Blessed Alvaro del Portillo during his visit in 1987. CITE became a reality in 1990, and since then has been true to its mission of providing top-notch technical and vocational education to the less privileged post-secondary youth in the Visayas and Mindanao through values driven technical education.

This report outlines the accomplishments and contributions made during my start at January 10, 2024 to end at April 10, 2025 and I gain 5 month On-the-Dual Training System (DTS) at CITE Technical Institute, Inc. as a cashier trainee of Finance Department and have not yet finished of my 15 months (DTS). The hands-on experience provided an invaluable opportunity to apply theoretical knowledge in a real-world setting, enhance mathematical skills, and gain insights into cashier operations, with a particular focus on dealing about money in recent months.

## **Key Responsibilities**

Throughout the DTS period, my responsibilities included:

- **Handling Transactions:** Accurately processing sales transactions, including cash, credit/debit card payments, and any other forms of payment.
- **Customer Service:** Providing excellent customer service, addressing customer inquiries, and resolving issues or complaints.
- **Cash Management:** Counting money in the cash drawer at the beginning and end of shifts, ensuring accurate balances, and managing cash deposits.
- **Maintaining Cleanliness:** Keeping the checkout area clean and organized.
- **Security Awareness:** Being vigilant to prevent theft and fraud, and reporting any suspicious activities.
- **Adhering to Policies:** Following company policies and procedures, including those related to transactions and customer interactions.

## **Accomplishments**

During the 5-months of my DTS period, the following key accomplishments were achieved:

### **1. Problem-Solving Skills:**

- Addressing and resolving transactional issues quickly.
- Implementing process improvements to enhance efficiency and customer experience.

### **2. Time Management and Efficiency:**

- Learn to manage time effectively to ensure quick and efficient service, especially during peak hours.
- Understand the importance of maintaining a tidy and organized workspace.

### **3. Transaction Accuracy:**

- Learn to provide the correct change and issue receipts accurately.

### **4. Communication Skills:**

- Effectively communicating financial policies and procedures to students and parents.

### **Skills Developed**

The DTS experience significantly contributed to the development of the following skills:

- **Customer Service Skills:** The ability to interact positively with customers and handle complaints gracefully.
- **Mathematical Skills:** Basic arithmetic skills are crucial for handling cash transactions, giving the correct change, and managing the cash register accurately.
- **Communication Skills:** Clear and effective communication with customers and colleagues, both verbally and non-verbally.
- **Problem-Solving Skills:** Quickly and effectively resolving issues that arise during transactions, such as pricing discrepancies or customer queries.
- **Time Management:** Efficiently managing time to reduce wait times for customers and ensure smooth operation during busy periods.
- **Honesty and Integrity:** Maintaining honesty in handling cash and transactions, and ensuring a trustworthy environment.
- **Stress Management:** Staying calm and composed during peak hours or when dealing with difficult customers.

### **Conclusion**

The 5-month of my DTS at CITE Technical Institute, Inc. has been an our accounting office's accomplishments reflect a commitment to financial excellence, compliance, and adaptability. The hard work and dedication of our team have positioned us for continued success in meeting the evolving financial needs of our organization.