

TO: **Russel Havana**

FROM: **Human Resources Department**

SUBJECT: **Acceptance Letter**

DATE: **June 27, 2025**

LETTER OF ACCEPTANCE
Summer Term / A.Y. 2024 - 2025

June 27, 2025
Date

Pamantasan ng Lungsod ng Valenzuela

Dear Mr. Havana,

On behalf of **Northgate Technologies, Inc.** we are pleased to inform you that you are chosen and accepted to undergo On-The-Job Training/Internship with **Quality Assurance Department** from **July 1, 2025 to September 26, 2025.**

The term and conditions of your traineeship/internship are as follows:

- Work with engineers' onsite.
- Field incoming help requests from end users via both telephone and work orders in a courteous manner.
- Document all pertinent end user identification information, including name, department contract information, and nature of problem or issue.
- Build rapport and elicit problem details from the customers.
- Record, track and document the problem solving process, including all successful and unsuccessful decisions made, and action taken through to the final resolution.
- Apply diagnostic utilities to aid in troubleshooting.

We, **Northgate Technologies, Inc.**, have the right to terminate your On-The-Job Training/Internship or to deny any issuance of Certificate of Completion, for any violation of these Terms and Conditions.

Respectfully yours,


Mary Anne Nina S. Cruz
Human Resources Department

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