

## TERMS OF REFERENCE

<b>NAME OF PROJECT</b>	:	Engagement of a service provider to design and conduct the PDIC In-house Seminar on Customer Service
<b>DURATION</b>	:	2 1/2 days
<b>NUMBER OF RUNS</b>	:	5 batches
<b>PARTICIPANTS</b>	:	PDIC regular employees <u>(Maximum of 40 participants/batch)</u>
<b>VENUE</b>	:	9th Floor Training Room, PDIC Ayala Office,
<b>ESTIMATED BUDGET</b>	:	PhP100,000.00/batch (inclusive of taxes and out-of-pocket expenses) or a total of P500,000.00 for 5 batches

### PROGRAM DESCRIPTION:

The training program aims to develop and further strengthen the capability of PDIC employees to provide quality customer experience to both internal and external clients, particularly during takeover of banks placed under PDIC receivership and the settlement of claims for insured deposits, as well as the other aspects of PDIC operations.

It should enhance the ability of participants to (1) listen, evaluate and respond appropriately to a customer's query, complaint or request; (2) effectively handle adverse customer reactions and behaviors; and (3) manage their own feelings and responses during difficult customer interfaces.

Finally, the program should be able inspire among the participants a deeper desire to provide a quality customer experience from the initial engagement to final resolution of any customer service opportunities.

**PROGRAM CONTENT:**

The training provider is expected to make recommendations on the specific content of the program, which should also include:

- Topics on alignment of Personal and Organizational Values; Positive Communication; Listening Skills; Customer Profiling; Handling Different Types of Customers; Emotional Intelligence; and other topics that will reinforce participants' ability to provide quality customer experience.
- Interactive and activity-based training methodologies
- Learning checks and evaluation mechanisms

**TECHNICAL EXPERTISE OF THE CONSULTANTS:**

- Significant experience in conducting similar programs for government agencies, banking institutions or corporate organizations within the last three years
- Ability to customize the program to address specific and urgent training needs and requirements of PDIC and its primary mandates

**DOCUMENTS FOR SUBMISSION:**

- Training proposal
- Profile of the Company and Lead Resource Persons
- Philippine Government Electronic Procurement System (PhilGEPS) Registration Certificate