

MEMO: 022

TO: All Concerned

From: Training and Business Development Group

Date: Feb 10, 2025

Re: TBD Training Passport

In our continued effort to support your professional growth and ensure that we maintain a competitive edge in the market, we are excited to announce the launch of a **new refresher training program** for all CGMs. The program is called **TBD Passport**. It is designed to refresh everyone with our current training modules, update you on the latest projects, and introduce key strategies for adapting to the evolving market.

Why this Refresher Training?

The business environment is continuously changing, and it's essential that we stay updated. The refresher training will:

- **Reinforce core sales skills:** Strengthen the foundational techniques that have contributed to your success.
- **Provide insights on product knowledge:** Ensure you are fully informed about our latest offerings and how to effectively present them to clients.
- **Foster collaboration:** Create an opportunity for peer learning and sharing best practices within the team.

Training Details:

- **Format:** A mix of virtual (for CGMs abroad) or face to face training (for CGMs in the Philippines), and workshops.
- **Duration:** 3 days (4-6 hours depending on the day)
- **Start Date:** [FEB 18]
- **Location:** (Online via Zoom/AGT for In-person)
- **Facilitators:** The program will be led by Randolph Rivera and Manel Labit and include contributions from other department representatives

What You Can Expect:

- **Updated Training Modules:** Keeping you up-to-date with our new and existing training materials.
- **Product Knowledge:** Get a deep dive into our new products and projects.
- **Workshop:** A short workshop about the whole week training to gauge your learning.

Action Steps:

- Please respond to the invitation as soon as you receive one from TBD.
- Confirm dates of availability for proper scheduling
- Mark your calendars, attend the sessions to earn your passport stamp.

TOPICS:

Day 1

- COMPANY PROFILE
- MWI (Dept and Org Chart)
- WHY PHILIPPINES
- PROJECTS

- RESERVATION PROCESS
- PAYMENTS PROCESS
- TRIPPING/UNIT VIEWING GUIDELINES
- BASIC CUSTOMER CARE GROUP PROCESSES

DAY 2

- NAVIGATION OF PORTAL /TBD CLOUD
- BUSINESS DEVELOPMENT PROCESS
- MARKETING PROCESS
- AUDIT PROCESS
- WORKSHOP ON TBD CLOUD, LIQUIDATION

DAY 3

- TRIPPING 2-3 projects (CGMs in the Philippines)
- TRIPPING RELATED WORKSHOP (For CGMs abroad)
- SALES PROCESS (Reservation, sample computation WORKSHOP)
- SALES DOCUMENTATION / BULK SALES Documentation & PROCESS

We are confident that this training program will provide valuable insights that will help you continue to thrive in your role. Your commitment to this program is a key factor in our continued success as a team.

If you have any questions or need further information, feel free to reach out to us.
Looking forward to seeing you there!

Prepared by:



Randolf S. Rivera
Ass't. Training Manager - Training and Business Development



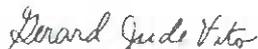
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Approved by:



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