



CONSULATE GENERAL OF THE REPUBLIC OF THE PHILIPPINES
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PRESS RELEASE

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Philippine Consulate General Conducts Its Third Consular Outreach of 2018 at Philadelphia, Pennsylvania



Left: The first batch of clients line up to avail of consular services. *Right:* The Consular Outreach Team in action.
(Photos by NYPCG)

01 May 2018, New York – The Philippine Consulate General in New York held its third Consular Outreach at Philadelphia, Pennsylvania last 28 April 2018, in partnership with the Filipino Executive Council of Greater Philadelphia.

The Consular Outreach Team led by Consul Arman R. Talbo provided nearly 250 consular services to clients who were also able to avail of overseas absentee voting registration.

Mr. Michael Azucena, Pag-IBIG Representative in New York was also present to entertain inquiries and process membership applications.

For the first time, Post has utilized the “service bell” concept to obtain immediate customer feedback. A bell next to a sign that reads “Please press bell if you are pleased with our service” has been strategically located. This provides real time feedback on the performance of the consular outreach team and serves as a job motivator for increased effectiveness and enhanced engagement. This service bell concept will be continued in all remaining consular outreach missions of Post. **END**