



December 17, 2025

Ref No.: NTD-STS-2025-011

TO : **All Authorized Mitsubishi Dealerships**  
 ATTENTION : **Principals, Branch Heads, Aftersales Heads, Sales Managers, Service Managers, Parts Managers, Customer Relations Manager, Training Heads, Dealer Instructors and Training PICs**  
 SUBJECT : **24<sup>th</sup> Mitsubishi Skills Olympics Official Announcement and Guidelines**

Dear Business Partners,

Good day! We're excited to invite your team to participate in the upcoming **24<sup>th</sup> Mitsubishi Skills Olympics (MSO)**, an event dedicated to showcasing the exceptional skills of our sales and aftersales personnel. Please see competition details below:

<b>Date &amp; Time</b>	Date: March 7, 2026 (Saturday) Time: 8:30AM to 5:00PM
<b>Venue</b>	MMPC Training Center, Sta Rosa, Laguna
<b>Theme</b>	MITSUBISHI FORWARD: Beyond the Sale, Beyond the Service
<b>Contests</b>	a) Sales Executive b) Service Advisor (Mechanical) c) Service Technician d) Service CRO e) Sales CRO f) Warranty Officer g) Parts Officer <b>(New)</b>
<b>Participants</b>	Each dealer group may send one representative per contest. Invited dealer groups to participate are as follows: 1. AMCAR Automotive Corp. 2. Alpine Motors Corp. 3. Avescor Motors Inc. 4. Bluebird Motors Corp. 5. Calibration Motors Inc. 6. Citimotors Inc. 7. Carworld Inc. 8. Diamond Motor Corp. 9. Evolander Motor Corp. 10. Fast Autoworld Philippines Corp. 11. Freeway Motor Sales of Baliuag Corp. 12. Freeway Motor Sales of Cabanatuan Corp. 13. Global Excellence Motors, Inc. 14. Gateway Motors Cebu Incorporated 15. Grand Canyon Inc. 16. Jabez Motors 17. Karasia Inc. 18. Maximotors Corp. 19. Mindanao Integrated Commercial Enterprises Inc. 20. Motorplaza Inc. 21. Mizukawa Motors Corp. 22. Northpoint Alliance Motor Corp. 23. SFM Sales Corp. 24. SJ Legacy Motors, Inc. 25. Union Motor Corp./ Peak Motors Phil., Inc. 26. Zamboanga Motors, Inc.
<b>Prizes</b>	1. Winners of each contest shall receive a medal, trophy, and cash prize. Cash prizes (inclusive of tax) are as follows: a. Champion – Php50,000 b. First Runner-up – Php40,000 c. Second Runner-up – Php30,000 2. Dealer group with the highest score based on the cumulative performance in all 7 contests shall be declared as "Overall Champion" and will receive a cash prize of Php100,000 (inclusive of tax) and the MSO Perpetual Trophy.

<b>Important Dates</b>	<ol style="list-style-type: none"> <li>1) <b>January 6, 2026</b> – Submission of dealer group local contest plan</li> <li>2) <b>February 6, 2026</b> – Submission of list of dealer group representative</li> <li>3) <b>March 2, 2026</b> – Pre-MSO Competition dealer orientation via MS Teams</li> <li>4) <b>March 4, 2026</b> – Stage 1 Written Examination via LMS</li> </ol>
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The Mitsubishi Skills Olympics (MSO) aims to instill the culture of continuous improvement across Mitsubishi dealerships nationwide. This competition compels key personnel to master the advanced skills required to transform satisfied customers into dedicated Brand Advocates—the strategic core of the "MITSUBISHI FORWARD" vision. MSO participation directly strengthens your competitive edge, boosts Customer Satisfaction, and ensures your teams are the champions of excellence necessary to secure long-term market share.

Please find attached the competition guidelines and registration forms.

- Annex A: Overall MSO Contest Guidelines
- Annex B: Sales Executive Competition Guidelines
- Annex C: Service Technician Competition Guidelines
- Annex D: Service Advisor Competition Guidelines
- Annex E: Service Customer Relations Officer Competition Guidelines
- Annex F: Sales Customer Relations Officer Competition Guidelines
- Annex G: Warranty Officer Competition Guidelines
- Annex H: Parts Officer Competition Guidelines
- Annex I: Local Contest Plan Form
- Annex J: Local Contest Report
- Annex K: 24<sup>th</sup> MSO Application Form
- Annex L: 24<sup>th</sup> MSO Program

We look forward to your enthusiastic participation in the 24<sup>th</sup> Mitsubishi Skills Olympics. Together, let's celebrate excellence in our dealership network!

Best Regards,



**Cheryl M. Marquez**  
Chairman, 24<sup>th</sup> Mitsubishi Skills Olympics



**Erjune Gene N. Castro**  
Vice Chairman, 24<sup>th</sup> Mitsubishi Skills Olympics

# 24<sup>th</sup> MITSUBISHI SKILLS OLYMPICS (MSO)

## OVERALL COMPETITION GUIDELINES

### I. Overview

The theme for the 24<sup>th</sup> Mitsubishi Skills Olympics (MSO) is "**MITSUBISHI FORWARD: Beyond the Sale, Beyond the Service.**" We challenge dealers to execute programs that move "beyond standards" – transforming customers into brand advocates through various strategic programs for sales and aftersales. This is how we earn trust, secure market share, and drive Mitsubishi Forward.

### II. Local Contest Requirement

The selection of MSO contest representative per dealer group shall follow a selection process with a specified timeframe. Below are the guidelines on the selection of dealer group contestants in the 24<sup>th</sup> Mitsubishi Skills Olympics (MSO) on March 7, 2026.

- a. Dealerships should keep in mind the qualification criteria set by the contests (SA, SE, Technician, Sales CRO, Service CRO, Warranty and Parts Officer) in the selection of their dealer group representative (*Please refer to the contest guidelines for the list of qualification criteria for each contest*).
- b. If a dealer group has more than one personnel eligible for the contest based on the qualifications stated in the contest guidelines, dealers must conduct a local contest or pre-qualification activity to select the most eligible contestants to participate in the 24<sup>th</sup> MSO. The First Runner-up will be the backup representative if the champion will not be able to compete due to unforeseen circumstances.
- c. Dealership groups must submit their **LOCAL CONTEST PLAN** (*see Annex I: Local Contest Plan*) to MMPC Network Training Department not later than **January 6, 2026**. The said local contest plan must include the following details:
  - i. Target local contest date
  - ii. Target number of participants per contest category
  - iii. Brief information on the competition stages of the local contest
- d. All **LOCAL CONTEST** shall be conducted not later than **February 2, 2026**. The contest must cover both written and practical examinations covering basic knowledge, customer satisfaction (CS) and dealer operation standards (DOS).
- e. MMPC employees shall not be allowed to participate in any local contest to ensure objectivity and unbiased opinion during the actual MSO competition.
- f. Deadline for submission of **24<sup>th</sup> MSO APPLICATION FORM** is on **February 6, 2026**. Dealers must attach the following:
  - i. Completed application form (*see Annex K: 24<sup>th</sup> MSO Application Form*)
  - ii. Local contest report (*see Annex J: Local Contest Report*)

### III. Competition Stages

Each contest consists of a Preliminary Round and a Final Round to determine the finalists and ultimate winners. Aligned with this year's theme, the MSO competition stages will test the full cycle of brand building—evaluating contestants from their foundational knowledge to their ability to apply that knowledge in a simulated customer interaction.

**a) Preliminary Round**—All contest participants will complete in this round. This stage serves as an initial filter to assess participants' capabilities divided into two stages:

- i. **Written Examination (LMS)** – All written examinations will be conducted on **March 4, 2026** via LMS. To participate in the LMS exam, participants must meet the following requirements:
  - Each participant must have an active LMS account.
  - Each participant must have a laptop, tablet, or mobile phone with:

- A stable internet connection.
- A working camera and microphone
- Note: The camera and microphone must always remain ON while taking the LMS exam.
- Participants must take the exam in a room within the dealership.
  - All contest participants may share the same room.
  - However, non-MSO participants are strictly prohibited from staying inside the room during the exam
- Once the examination has commenced, all candidates must remain focused, refrain from unnecessary movements, and ensure silence on their microphone. Any detected anomaly or breach of these rules during the examination will result in an automatic 10-point deduction.
- Each participant is permitted a single attempt at the examination. Retakes are strictly prohibited.
- Late participants are permitted to take the examination for the remaining time available.
- ii. **Practical Examination (F2F)** – Participants will undergo a practical examination during the MSO contest on **March 7, 2026**. They will apply their knowledge in a simulated customer interaction, creating a “transformation” that shifts the focus to the Mitsubishi vehicle ownership experience.
- b) **Final Round (F2F)** – After completing the two stages of the preliminary round, the top five (5) participants per contest will advance to the final round on **March 7, 2026**. The final round will consist of more rigorous challenges to determine the winners (Champion, First Runner-up, and Second Runner-up) for each contest category.

#### IV. Pre-MSO Orientation

The MSO contest heads and the people in charge per contest will hold a pre-MSO orientation to all dealer MSO contestants and observers on **March 2, 2026**, using Microsoft Teams. Attendance at this orientation is mandatory for all contestants.

#### V. Incentives

To boost dealer participation, the incentives listed below will be offered to the winners and overall dealer group champion.

- a) **Winners per contest** - The top three (3) performers per contest shall each receive the following:
  - i. **Awards** – The top three (3) performers shall each receive a medal, trophy, and certificate.
  - ii. **Cash prizes** – Cash prizes (inclusive of tax) for the winners are as follows:
    - a) Champion - Php50,000
    - b) First Runner-up - PhpP40,000
    - c) Second Runner-up - Php30,000
- b) **Overall Champion for Top Dealer Group**
  - i. Only dealer groups that have a representative in all seven contests may qualify to win the Overall Champion.
  - ii. The dealer group with the highest score based on cumulative performance in all seven contests shall be declared the "Overall Champion" and shall receive a cash prize of Php100,000 (inclusive of tax) and the MSO Perpetual Trophy.

#### VI. Cheating

Cheating undermines the integrity of the competition, affects participants' morales and diminishes the credibility of the event. To ensure fairness and uphold the spirit of the MSO competition, we have established clear guidelines which will serve as a framework to define what constitutes cheating, outline consequences, and promote a culture of integrity.

- a) **Definition of cheating** - Cheating is defined as any action that provides an unfair advantage to a participant over others.

**b) Prohibited actions**

- i. Any action that may be construed as a form of cheating or any effort to influence or change the result of the competition is prohibited. This includes, but is not limited to copying of answers, use of unauthorized materials or tools during the competition, collaboration during individual tasks etc.
- ii. Participants are not allowed to bring cell phones, tablets and other electronic devices during the competition to ensure that participants will focus on the tasks on hand and eliminate any potential for cheating.

**c) Consequences for cheating** – Participant/s caught cheating shall be disqualified from the competition and barred from future events.

# SALES EXECUTIVE COMPETITION GUIDELINES

## I. Eligibility

- A. Must be the chosen dealer group representative based on dealer pre-qualifying activity.
- B. Must be at least Level 2 Accredited Sales Executive (SE).
- C. Should have a minimum productivity of 2 units per month from April to December 2025.
- D. Must maintain a minimum tenure of one (1) year with the represented dealership from December 2024 to December 2025.
- E. With no valid SE-related Red Alert Report from April to December 2025.

## II. Competition Outline

Contestants will be evaluated based on their knowledge and skills in written examination and role-play performance.

- A. **Preliminary Round** - All SE contest participants will compete in this round. This will be composed of two stages which are as follows:
  - 1. **Written Exam** - This aims to measure the theoretical knowledge, comprehension, and analytical skills of the SEs.
  - 2. **Practical Exam** - This aims to measure the hands-on capability of the SEs in operating or navigating the controls of the vehicle's features and functionalities.
- B. **Final Round** - The top five (5) participants from the Preliminary stage shall advance to the final round. The final round will test SE's product presentation skills as well as overall product knowledge based on the Sales DOS.
- C. **Topics Covered** - The following topics are covered in the SE competition:

Date	Round	Stage	Topic	No. of Questions	No. of Minutes
March 4, 2026	1. Preliminary	Written Examination via LMS	Sales DOS, SSI	100	90
			Product Knowledge		
March 7, 2026	2. Final Round	Practical Examination	Identifying vehicle features and Digital Marketing	30	60
		Role Playing	Product Presentation	-	45 (per contestant)

## III. Competition Details, Rules and Regulations

- A. **Attire:** Standard "Showroom Duty" Uniform
  - 1. **Male:** White Long Sleeves Polo with Plain Red Necktie, Gray Slacks, Black Leather Shoes with Black Socks, Gray Blazer
  - 2. **Female:** White Collared Blouse with embroidered Mitsubishi logo, Gray Skirt, Black Leather Shoes with Heels, Gray Blazer
- B. **Preliminary Round**
  - 1. **Written Exam**
    - a) All participating SEs will take the written examination on March 4, 2026, via LMS.
    - b) The examination will open at exactly 10:00 a.m. and close after 90 minutes, at 11:30 a.m.
    - c) Participants must take the examination in their respective dealerships, in a separate room that is restricted from access by other people.
    - d) Stable connection and dedicated devices are strictly required.
    - e) Devices with functioning cameras and microphones are strictly a must during examination.

- f) Once the exam starts, no one is allowed to look in other directions, or do unnecessary movements and no noise should be heard on the microphone. Should an anomaly be detected during the examination, an automatic deduction of 10 points will be imposed.
- g) Participants are allowed to take the exam only **ONCE**. No retakes are allowed.
- h) Late participants are permitted to take the examination for the remaining time available.

**2. Practical Exam**

- a) All participating SEs will compete in this round.
- b) Participants will have their order determined in the holding area.
- c) Each SE will identify 15 items.
- d) For digital marketing, all tools and resources will be provided by MMPC.
- e) In the event of a tie, the results from the written exam and Sales Executive's SSI average score from April to December 2025 will be utilized to resolve it.

**C. Final Round**

- 1. Each finalist will have a strict time limit of 45 minutes for this round, and no extensions will be permitted.
- 2. Finalists who have not yet presented must remain in the holding area and are prohibited from observing the ongoing proceedings.
- 3. In the event of a tie, the results from the Preliminary Round will be utilized to resolve it.

**IV. Competition Scoring**

**A. Preliminary Scoring**

Round	Stage		Time (Minutes)	Total No. of points	Weight
					(%)
<b>A. Preliminary</b>	Written Examination (via LMS) <sup>1</sup>		90	100	<b>55</b>
	Practical Examination	Identifying vehicle features	60	15	<b>20</b>
		Digital Marketing		15	<b>25</b>
	<b>Sub-total<sup>2</sup></b>				<b>100</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

<sup>2</sup>The score to be used to break the tie in the final round.

- B. Final Round Scoring** - The following criteria will be used to determine the winners for this contest:

Round	Stage	Criteria	Weight (%)
<b>B. Final Round</b>	Product Presentation	i. Encoding of Leads	10%
		ii. Welcome and Greeting, Needs Analysis and Goodbye	20%
		iii. Communication and presentation skills	20%
		iv. Product Presentation, USP and Warranty Booklet	50%
		<b>Total</b>	<b>100%</b>

# SERVICE TECHNICIAN COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be the chosen dealer group representative based on pre-qualifying activity
- B. Must be a regular employee of a Mitsubishi Dealership.
- C. Must be at least MSTEP 2 level technician.

## II. Competition Outline

Contestants will be evaluated based on their knowledge and skills in written examination, hands-on capability, and troubleshooting skills.

- A. **Preliminary Round** - All technician contest participants will compete in this round. This will be composed of two stages which are as follows:
  1. **Written Exam (via LMS)** - This aims to measure the theoretical knowledge, comprehension, and analytical skills of the technicians.
  2. **Practical Exam (Face-to-Face)** - This aims to measure the hands-on capability of the technician in inspection procedures, judgement and parts identification.
- B. **Final Round** - The top five (5) participants from the Preliminary stage shall advance to the final round. The final round will test the troubleshooting skills of the technicians
- C. **Topics Covered** - The following topics are covered in the technician competition:

Round	Stage	Topic	No. of Questions	No. of Minutes
1. Preliminary	Written Examination	i. General ( <i>Tools, New Model Features, 5S, CS, etc.</i> )	20	80
		ii. Chassis	20	
		iii. Engine	20	
		iv. Powertrain	20	
	Practical Examination	i. Parts inspection	60	30 ( <i>per contestant</i> )
		ii. On-vehicle service procedures		
		iii. Usage of measuring instruments		
2. Final Round	Troubleshooting skills	i. Timeliness and completeness of repair	TBA	90
		ii. Troubleshooting and repair skills		
		iii. Safety Practice		
		iv. CS Items		

## III. Competition Details, Rules and Regulations

- A. **Attire:** Technicians should wear the standard technician uniform during the actual MSO competition.
- B. **Preliminary Round** - All technician contest participants will compete in this round. This will be composed of two stages which are as follows:
  1. **Written Exam (LMS)** - This aims to measure the theoretical knowledge, comprehension, and analytical skills of the technicians.
    - a) All participating technicians will take the LMS exam on March 4, 2026.
    - b) All questions in the written examinations are aligned with MMC standards, which contains the following:

- (1) MSTEP 1, 2 and 3 courses
- (2) New Model features and service points
- (3) PMS related items
- (4) CS items

c) The total time allotted for the examination is 80 minutes.

**2. Practical Exam (Face-to-Face)** - This aims to measure the hands-on capability of the technician in inspection procedures, judgment and parts identification.

- a) All participants must be present during the opening program. Late participants will no longer be allowed to participate
- b) Wearing personal accessories such as watches, buckled belts, bracelets, earrings, necklaces, finger rings, dangling keys, electronic gadgets and riveted pants are prohibited during the contest.
- c) MMPC technician contest judges will assess the technicians based on MMC standards.
- d) All items in the practical test are based on the workshop manuals to meet customer satisfaction.
- e) The practical exam is a carousel type with six (6) stations. The coverage of the practical test are as follows:
  - (1) Parts inspection
  - (2) On-vehicle service procedures
  - (3) Usage of measuring instruments
- f) The participants will be divided into four (4) groups. The batch number of each group will be determined on the contest day
- g) The contest official is in-charge to give the signal to start and/or end of each transition on practical exam.
- h) Below is the practical exam schedule:

Batch	30 min (09:00-9:30)	30 min (9:35-10:05)	30 min (10:10-10:40)	30 min (10:45-11:15)
1	Practical <b>(CAROUSEL)</b>	Holding area 1	Holding area 1	Holding area 1
2	Holding area 2	Practical <b>(CAROUSEL)</b>	Holding area 1	Holding area 1
3	Holding area 2	Holding area 2	Practical <b>(CAROUSEL)</b>	Holding area 1
4	Holding area 2	Holding area 2	Holding area 2	Practical <b>(CAROUSEL)</b>

**C. Final Round** - The top five (5) participants from the Preliminary stage shall advance to the final round. The final round will test the troubleshooting skills of the technicians.

- 1.** Troubleshooting measurement points - To measure the technicians' knowledge on vehicle features, and diagnostic or repair capability to meet customer satisfaction, the following measurement points were defined:
  - a) Timeliness and completeness of repair
  - b) Troubleshooting and repair skills
  - c) Safety Practice
  - d) CS Items
- 2.** Each finalist will have a strict time limit of 90 minutes for this round, and no extensions will be permitted.
- 3.** Contest vehicle for troubleshooting will be announced separately.
- 4.** Wearing personal accessories such as watches, buckled belts, bracelets, earrings, necklaces, finger rings, dangling keys, electronic gadgets and riveted pants are prohibited during the contest.
- 5.** Ask permission from your judge or marshal when removing and/or disassembling of any component.
- 6.** A point deduction (for each occurrence) on the total troubleshooting score will be given for every unsafe move.

7. A point deduction (for each occurrence) on the total troubleshooting score will be given for every damaged part or component.
8. The participant with the highest score will be named the champion and will represent MMPC at the **Global Service Skill Contest (GSSC)**.

#### D. Tools and Equipment

1. MMPC will provide the necessary tools for the troubleshooting; however, dealers may bring their own MUT-3 assy.

NOTE:

- MMPC will provide the Desktop computer with MUT software and workshop manual, VCI Lite assembly, basic hand tools, paper and pens ONLY. Participants may bring their own tools, Laptop PC with the applicable MUT-III software and Workshop Manual for the contest vehicle.
  - An extra Laptop PC for the Workshop Manual will be allowed to use.
2. Borrowing tools, equipment, or materials from other participants is prohibited during the competition.
  3. Bringing printed workshop manual or any part of the workshop manual during the competition is not allowed.

### IV. Competition Scoring

#### A. Preliminary Scoring

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
1. Preliminary	Written Test <sup>1</sup>	80	80	40
	Practical Test	Approx. 30	60	60
	<b>Sub-total<sup>2</sup></b>			<b>100</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

<sup>2</sup>The score to be used to break the tie in the final round.

#### B. Final Round Scoring

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
2. Final Round	Troubleshooting*	90	TBA	100

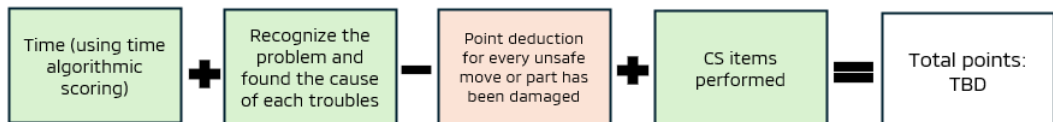
\**Troubleshooting measurement points*

a) *Timeliness and completeness of repair*

b) *Troubleshooting and repair skills*

c) *Safety practice and damage part*

d) *CS Items*



# SERVICE ADVISOR COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be chosen as a dealer group representative based on the dealer pre-qualifying activity.
- B. Must be a Mechanical Service Advisor
- C. Must be at least Level 2 Certified Service Advisor

## II. Competition Outline

All participants will be evaluated based on their knowledge and skills through online exam (LMS), practical exercises and performance in the role-play scenario focusing on customer handling and dealer operations standards.

- A. **Preliminary Round** - All SA contest participants will compete in this round. This will be composed of two stages which are as follows:

- 1. **Written Exam (via LMS)** - This stage aims to measure the comprehension, theoretical, technical knowledge and analytical skills of the Service Advisors.

- 2. **Practical Exam** - This aims to measure the quick thinking and hands-on capability of the SAs in performing the right recommendation and proposal based on the presented situation.

- B. **Final Round** - The top five (5) participants from the two stages of the Preliminary Round shall advance to the final round. The final round will assess the overall customer handling skills and the implementation of service standards in real-life scenarios particularly in these two (2) standards:

- i. Repair Order Completion and Invoicing
- ii. Customer Information and Car Return

- C. **Topics Covered** - The following topics are covered in the SA competition:

Round	Stage	Topic	No. of Questions	No. of Minutes
<b>1. Preliminary</b>	Written Examination	i. Dealer Operation Standards (DOS)	40	110
		ii. Customer satisfaction	20	
		iii. Advanced technical knowledge and Mitsubishi model information	30	
		iv. Basic warranty and PMS interval	20	
	Practical Examination	Recommendation and proposal	-	7 (per contestant)
<b>2. Final Round</b>	Role Playing	Repair Order completion & invoicing, customer information and car return	N/A	25

## III. Competition Details, Rules and Regulations

Cell phones, tablets and other electronic devices are not allowed during the competition, except for calculators.

- A. **Attire:** Company-issued Mitsubishi uniform

- B. **Preliminary Round** - All SA contest participants will compete in this round. This will be composed of two stages:

- 1. **Written Exam (via LMS)** - This aims to measure the theoretical and analytical skills of the SAs.

- a) The examination will be held on March 4, 2026.

- b) The examination will be open at exactly 10:00 am and close after 110 minutes, or exactly 11:50 am.
- c) The participants are required to be in a separate room, where no other people or guests can enter.
- d) Stable connection and dedicated devices are strictly required.
- e) Devices with functioning cameras and microphones are strictly a must during examination.
- f) Once the exam starts, no one is allowed to look in other directions, or do unnecessary movements and no noise should be heard on the microphone.
- g) Participants who join or start late are permitted to take examination for the remaining time available.

**2. Practical Exam** – This aims to measure the skills of Service Advisors in performing the right recommendation and proposal based on the given scenario.

- a) This round will take place at the Training Center during the competition proper.
- b) All participants will compete for the 2<sup>nd</sup> stage of the competition
- c) Participants will move to a separate room for the activity, while the remaining participants will stay in the holding area.
- d) Each participant will receive a scenario to offer right recommendations and proposals to the customer. They will be given 7 minutes each to complete the activity.
- e) The participants shall be evaluated on their ability to present a well-structured recommendation, appropriate proposals and able to provide a thorough explanation that ensures customer understanding value of the product or parts.

**C. Final Round** – The top five (5) participants from the Preliminary round shall advance to the final round. The final round will assess the overall customer satisfaction skills, explanation, recommendations and presentation of the vehicle during the car return.

- i. All five (5) finalists shall perform the role play one-by-one in the final round.
- ii. Final round will be held at the Showroom of MMPC Training Center.
- iii. MMPC assigned personnel will act as the "Customer". Customer shall only answer questions being asked by the Service Advisor, they are not allowed to guide provide information beyond what is being asked/requested by the Service Advisor.
- iv. Each finalist will have a strict time limit of 25 minutes. No extension will be permitted.
- v. Contest vehicle for the final round will be announced separately.
- vi. Contestants shall be evaluated based on adherence to new dealer operations standards, customer handling skills, vehicle presentation and explanation of the service job done.
- vii. Customer Impression will also be one of the key points on the evaluation, such as confidence, attitude and behavior.
- viii. The participant with the highest score will be named the champion Service Advisor of 24th Mitsubishi Skills Olympics.

#### IV. Competition Scoring

##### A. Preliminary Scoring

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
<b>1. Preliminary</b>	Written Examination (via LMS) <sup>1</sup>	110	100	<b>60%</b>
	Practical Examination	Approx. 60	-	<b>40%</b>
			<b>Sub-total<sup>2</sup></b>	<b>100%</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

**B. Final Round Scoring**

<b>Round</b>	<b>Stage</b>	<b>Description</b>	<b>Weight (%)</b>
<b>2. Final Round</b>	Role-play	i. Dealer Operation Standards	<b>30%</b>
		ii. Service explanation	<b>20%</b>
		iii. Vehicle presentation	<b>20%</b>
		iv. Documentation	<b>20%</b>
		v. Customer Impression	<b>10%</b>
			<b>Total<sup>3</sup></b>

*<sup>3</sup>In case of a tie in the final round, finalist with the fastest time will break the tie/s. In case of another tie-on time, result of LMS examination will be used to break the tie/s.*

# SERVICE CUSTOMER RELATIONS OFFICER COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be the chosen dealer group representative based on dealer pre-qualifying activity.
- B. Must be a regular employee of Mitsubishi Dealership
- C. Must be a Service Customer Relations Officer
- D. Must be a Level 2 accredited CRO.

## II. Competition Outline

Contestants will be evaluated based on their knowledge and skills in written examination, and role-play (customer handling) performance.

- A. **Preliminary Round** - All Service CRO contest participants will compete in this round. This will be composed of two stages which are as follows:
  1. **Written Exam** - This aims to measure the theoretical knowledge, comprehension, and analytical skills of the Service CRO.
  2. **Practical Exam** - This aims to measure the hands-on capability of the Service CRO in Yana Utilization.
- B. **Final Round** - The top five (5) participants from the Preliminary stage shall advance to the final round. The final round will test their overall customer handling skills and execution of service standards in real life scenario.
- C. **Topics Covered** - The following topics are covered in the Service CRO competition:

Round	Stage	Topic	No. of Questions	No. of Minutes
<b>1. Preliminary</b>	Written Examination	Customer Satisfaction	100	120
		New Service DOS		
		Basic Technical		
		Warranty & PMS interval		
	Practical Examination	Yana Utilization Test	20	30
<b>2. Final Round</b>	Role Playing	Appointment and Follow-up Process	TBA	15 ( <i>per contestant</i> )

## III. Competition Details, Rules and Regulations

- A. **Attire:** Company-issued Mitsubishi uniform
- B. **Preliminary Round**
  1. **Written Exam**
    - a) All participating Service CROs will take the exam on March 4, 2026 via LMS.
    - b) Written examination is divided into Technical Examination and Non-Technical Examination.
    - c) The score for written examination is 1 point per item. Total of 100 items
    - d) Participants who are late are permitted to take the examination for the remaining time available. However, no additional time will be granted.
  2. **Practical Examination**
    - a) Contestants will be given a separate answer sheet the practical exam.
    - b) All questions during the Yana Utilization Test will be flashed on a screen. Answers should be written legibly on the answer sheet provided.
    - c) Once all participants have completed the practical exam, the assigned committee members will check, consolidate and tally the scores of the contestants.

**C. Final Round**

1. The top five (5) Service CRO will proceed to the final round will be announced and recognized on stage after consolidation of result of the Preliminary stage.
2. The top five (5) Service CRO will then be instructed to proceed to the holding area (Conference Room A).
3. Participants will have their order determined in the holding area. The contestant who picked #1 will go first to the designated room for the Role-Playing Round.
4. After a contestant finishes their turn in the role-playing round, they will be asked to return to the holding area, and a designated committee member will then call the next contestant.
5. The contestants are expected to utilize standard MMPC digital tools provided by MMPC such as Mitsubishi Motors 360 Connect, Otoleap and YANA.
6. The contestant will be given 15 minutes to perform the standard Service Process for appointment, follow-up call and customer complaint handling scenarios then proceed back to holding area.
7. The CRO finalist will be judged accordingly based on performing the standard process, handling skills and clarity of voice, and ease of scheduling.
8. The contestant who accumulates the highest total points will be named the Champion Customer Relations Officer for 2025.
9. In case of a tie in the final round, the results from their written exam stage will be utilized to resolve it.
10. In case of another tie in the final round, the results from their practical exam stage will be utilized to resolve it.

**IV. Competition Scoring**

**A. Preliminary Scoring**

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
<b>1. Preliminary</b>	Written Examination <sup>1</sup>	120	100	<b>65%</b>
	Practical Examination	30	20	<b>35%</b>
<b>Sub-total<sup>2</sup></b>				<b>100%</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

<sup>1</sup>The score to be used to break the tie in the final round.

<sup>2</sup>The score to be used to break the 2<sup>nd</sup> tie in the final round.

**B. Final Round Scoring**

Round	Stage	Description	Weight (%)
<b>2. Final Round</b>	Role-play	i. Standard Service Process	<b>20%</b>
		ii. Proper use of standard digital tools (M360, Otoleap, YANA, etc.)	<b>20%</b>
		iii. Tone and Clarity of Voice	<b>20%</b>
		iv. CS Focus Attributes	<b>20%</b>
		v. Overall Judge Impression	<b>20%</b>
<b>Total</b>			<b>100%</b>

# SALES CUSTOMER RELATIONS OFFICER COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be the chosen dealer group representative based on dealer pre-qualifying activity.
- B. Must be a Sales Customer Relations Officer
- C. Must be a Level 2 accredited CRO.

## II. Competition Outline

All participants will be assessed on their knowledge and abilities through a written examination (via LMS), SSI analyzation and their performance in role-play scenarios (Customer feedback handling, customer interaction, and use of available tools).

- A. **Preliminary Round** - All Sales CRO contest participants will compete in this round. After the opening program, participants will immediately go to the assigned room for the contest briefing. The Preliminary Round will be composed of two stages which are as follows:
  1. **Written Exam (via LMS)** - This aims to assess the theoretical knowledge, understanding, and analytical abilities of the Sales CRO. It will consist of multiple -choice questions, essay writing, and process flow charts.
  2. **Practical Exam** - Designed to assess participants' understanding of MMPC Sales Operations Audit.

- B. **Final Round** - The top five (5) participants from the Preliminary round shall advance to the final round. The final round will evaluate their overall customer engagement skills covering the whole journey from the initial purchase through post-sales support.

- C. **Topics Covered** - The following topics are covered in the Sales CRO Competition:

Round	Stage	Topic	No. of Questions	No. of Minutes
<b>1. Preliminary</b>	Written Examination <i>(Multiple Choice, Essay Writing, and Process Flowchart)</i>	New Dealer Operations Standards	100	90
		Customer Satisfaction		
		Voice of the Customer (VOC)		
		Customer Handling		
	Practical Examination	Sales Operations Audit	5	60
<b>2. Final Round</b>	Role Playing	Customer Handling Skills and Interaction, and proper use of available tools	TBA	10 <i>(per contestant)</i>

## III. Competition Details, Rules and Regulations

- A. **Attire:** Company-issued Mitsubishi uniform

### B. Preliminary Round

#### 1. Written Exam

- a) All participating Sales CROs will take the exam on March 4, 2026 via LMS.
- b) The score for the written examination is 1 point per item. Total of 100 items.
- c) The examination will open at exactly 10:00 am and close after 90 minutes, or exactly 11:30 am.
- d) The participants are required to be in a separate room, where no other people or guests can enter.
- e) Stable connection and dedicated devices are strictly required.
- f) Devices with functioning cameras and microphones are strictly a must during examination.

- g) Once the exam starts, no one is allowed to look in other directions, or do unnecessary movements and no noise should be heard on the microphone.
- h) Participants who join or start late are permitted to take the examination for the remaining time available.

**2. Practical Exam**

- a) Participants will be given a desktop/laptop.
- b) The practical examination has a total duration of 60 minutes.
- c) Participants will be judged based on their knowledge of Sales Operations Audit.
- d) Late participants will still be allowed to take the examination within the remaining time allotted. No time extension will be granted.

**C. Final Round**

1. The top five (5) Sales CROs will be announced and recognized after the consolidation of scores from the Preliminary Rounds.
2. In case of a tie, the score from the practical examination will be the basis to break the tie/s and will proceed to final round.
3. The top five (5) Sales CROs will be instructed to proceed to the holding area for final instructions regarding the Final Round.
4. Participants are allowed to have one (1) coach/supporter to accompany them until the final round begins.
5. The top five (5) Sales CROs will draw lots to determine the sequence of the finalists.
6. Contestants will be presented with a scenario typical in a dealer setup which they must address. This scenario will be the same for all the contestants.
7. Each finalist will be given a maximum of 10 minutes to perform the role play.
8. The Sales CRO finalist will be judged based on his/her customer engagement skills and knowledge of the proper use of available tools.

**IV. Competition Scoring**

**A. Preliminary Scoring**

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
<b>1. Preliminary</b>	Written Examination (via LMS) <i>Multiple choice - 60pts</i> <i>Essay writing - 30pts</i> <i>Process flowchart - 10pts</i>	90	100	<b>50%</b>
	Practical Examination <sup>1</sup>	60	5	<b>50%</b>
	<b>Sub-total<sup>2</sup></b>			<b>100%</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

<sup>2</sup>The score to be used to break the tie in the final round.

**B. Final Round Scoring**

<b>Round</b>	<b>Stage</b>	<b>Description</b>	<b>Weight (%)</b>
<b>2. Final Round</b>	Role-play	i. Customer Feedback Handling	<b>40%</b>
		i. Customer Interaction	<b>40%</b>
		ii. Proper use of available tools	<b>20%</b>
		<b>Total</b>	<b>100%</b>

1. The overall customer engagement skills covering the whole journey from the initial purchase through post-sales support will be evaluated for each finalist.
2. Proper use of tools will be observed and evaluated based on their effectiveness, accuracy, efficiency, and adherence to established best practices and protocols.
3. Each finalist will be given a maximum of 10 minutes to complete the role play, with no extensions allowed.
4. The finalist with the highest points will be declared as Champion.
5. In the event of a tie in the final round, the points from the qualifying rounds will be used to determine the champion.

# WARRANTY OFFICER COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be the chosen dealer group representative based on dealer pre-qualifying activity.
- B. Must be a regular employee of the dealership he/she is representing.
- C. Must be a Warranty Officer or Warranty Expert.
- D. Duly passed MSTEP 1 accreditation level or certified Warranty Expert.

## II. Competition Outline

All participants will be evaluated on their knowledge and skills through a range of evaluations, which will also measure their understanding and proficiency in utilizing various applications and tools.

- A. **Preliminary Round** - All Warranty Officer contest participants will compete in this round. This will be composed of two stages:
  1. **Written Exam (via LMS)** - This aims to measure the theoretical knowledge and ability as a Warranty Officer.
  2. **Practical Exam** - This aims to measure their level of understanding and familiarity on how to utilize the WISE-QRA to evaluate participants on their knowledge in handling technical concern.
- B. **Final Round** - The top five (5) participants from the Preliminary stage shall advance to the final round. The final round will determine their level of understanding on warranty policies/procedures and capability in handling "actual" warranty scenario.
- C. **Topics Covered** - The following topics are covered in the Warranty Officer competition:

Round	Stage	Topic	No. of Questions	No. of Minutes
1. Preliminary	Written Examination (via LMS)	MMPC Warranty Policies and Procedures	50	90
	Practical Examination	Application and use of: <ul style="list-style-type: none"> <li>• WISE-QRA</li> <li>• MMPC Quality Information System</li> </ul>	50	25
2. Final Round	Final practical exam	Warranty scenario	50	30 ( <i>per contestant</i> )

## III. Competition Details, Rules and Regulations

- A. **Attire:** Company-issued Mitsubishi uniform
- B. **Preliminary Round**
  1. **Written Exam**
    - a) All participating Warranty Officer will take online examination via LMS on March 4, 2026
    - b) The examination will open at exactly 10:00 am and close after 90 minutes, or exactly 11:30 am.
  2. **Practical Exam**
    - a) The practical exam will be conducted in batches, and the order of participants will be established through a lottery system managed by the contest head.
    - b) All participants will be on HOLD in a holding area designated by the contest head.
    - c) Participants who are not taking the exam will be kept in isolation in the designated holding area.
    - d) Late participants/s will not be allowed to take the practical examination once the exam proper has been started.

- e) Each participant will be escorted from the holding area to the contest area by the contest marshal.
- f) Each participant will be given 25 minutes to complete the required task.
- g) Coaching "in any means" is not allowed and will be subjected to disqualification.
- h) The top 5 participants who garnered the highest combined (written plus practical) points shall be declared as "Top Five Finalist".

**C. Final Round**

1. Top 5 Finalist will be announced by the contest head, before the start of final round.
2. Each finalist will be given a "Practical Situation", to be administered and assisted by a warranty contest judge.
3. Each finalist will be given sufficient time to finish the assigned task. The contest judge will indicate the start and end times for each task.
4. Coaching "in any means" is not allowed, contestants will not be allowed to communicate with anyone except with the contest judge. If a contestant is suspected of cheating, he/she will be disqualified immediately.
5. The finalist with the highest total points from both the preliminary and final rounds will be named the Warranty Officer Contest Champion, while the following participants will take the First Runner-up and Second Runner-up.

**IV. Competition Scoring**

**A. Preliminary Scoring**

Round	Stage	Time (Minutes)	Total No. of points	Weight (%)
<b>1. Preliminary</b>	Written Examination (via LMS) <sup>1</sup>	90	50	<b>40%</b>
	Practical Examination	25 (approx)	50	<b>60%</b>
	<b>Sub-total<sup>2</sup></b>			<b>100%</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round.

<sup>2</sup>The score to be used to break the tie in the final round.

**B. Final Round Scoring**

Round	Description	Weight (%)
<b>1. Preliminary</b>	Written Examination (via LMS)	<b>15%</b>
	Practical Examination	<b>25%</b>
<b>2. Final Round</b>	Final Practical Exam	<b>60%</b>
	<b>Total</b>	<b>100%</b>

# PARTS OFFICER COMPETITION GUIDELINES

## I. Eligibility Criteria

- A. Must be the designated dealer group representative based on the dealer pre-qualifying activity.
- B. Must be a regular employee of the dealership he/she represents.
- C. Must hold the position of Parts Officer.
- D. Must have completed the Dealer Parts Inventory Management Seminar (DPIMS) and passed the examination given during the training.

## II. Competition Outline

All participants will be evaluated on their knowledge and competencies through a combination of written examination and practical exercises, focusing on dealer parts operation standards.

**A. Preliminary Round** - All Parts Officer participants will take part in this preliminary round, which consists of the following two stages:

**1. Written Exam** - This stage aims to measure the participants' theoretical knowledge, comprehension, and ability to apply parts operation concepts.

**2. Practical Exam** - This stage aims to evaluate the participants' practical competencies in making accurate parts recommendations, determining proper order quantities, and identifying appropriate actions related to inventory and warehouse operations based on the given scenarios.

**B. Final Round** - The top five (5) participants from the preliminary round will advance to the final round. This round will evaluate their parts replacement recommendations, and ability to apply parts operation standards in real-life scenarios.

**C. Topics Covered** - The Parts Officer competition will cover the following topics:

Round	Stage	Topic	No. of Questions	No. of Minutes
<b>1. Preliminary</b>	Written Examination	<ul style="list-style-type: none"> <li>• Inventory Management</li> <li>• Warehouse Operations</li> <li>• Aftersales Marketing Programs/Products</li> </ul>	50	90
	Practical Examination	<ul style="list-style-type: none"> <li>• Order Planning and Control (Order Forecasting)</li> <li>• Parts Specification</li> </ul>	50	60
<b>2. Final Round</b>	Final Examination	<ul style="list-style-type: none"> <li>• Parts Order Scenario</li> </ul>	50	30

## III. Competition Details, Rules and Regulations

**A. Attire:** Company-issued Mitsubishi uniform

### B. Preliminary Round

#### 1. Written Exam

- a) All participating Parts Officers will take the written examination via LMS on March 4, 2026.
- b) Each participant will be given a strict time limit of 90 minutes, with no extensions allowed.
- c) The examiner will announce the start and end of the examination.
- d) Once the examination begins, participants are not allowed to leave or stop until they have submitted their answers.
- e) Late participants may still take the examination, but only for the remaining time. No additional time will be granted.
- f) Coaching and cheating are strictly prohibited. Any participant caught doing so will be automatically disqualified.

## **2. Practical Exam**

- a) All participating Parts Officers will take the practical examination on the scheduled competition date.
- b) Each participant will have a strict 60-minute time limit, with no extensions.
- c) Only the contest administrator/coordinator will announce the official start and end of the practical exam.
- d) All participants will be provided with the questionnaire and answer sheets.
- g) Participants who arrive late may still take the examination but only for the remaining time. No additional time will be granted.
- e) After completing the exam, participants will be escorted by the contest marshal from the contest area to the holding area.
- f) No discussions are allowed inside the examination area. Participants requiring clarification must direct their questions to the examiner. Those who finish early must exit the room quietly and in an orderly manner.
- g) Each participant must bring his/her own calculator. Borrowing calculators or using mobile phones is strictly prohibited.
- h) Each participant must bring his/her own fully charged laptop, including its charger. The laptop must have access to the updated ASA Web version. Laptop sharing is not allowed.
- i) Participants are not allowed to open or access any other windows or applications on their laptop other than ASA Web.
- j) Participants are also permitted to bring and use a mouse. However, the use of any attachable or external keyboards is strictly prohibited. This measure is intended to ensure uniformity in equipment usage.
- k) Any form of coaching or cheating will not be tolerated. Any participant caught engaging in such behavior will be automatically disqualified.
- l) All participants will be connected to the MMPC Guest Wi-Fi during the competition.
- m) The top five (5) participants with the highest combined scores (written + practical) will be declared the Top Five Finalists.

## **C. Final Round**

1. The top five (5) finalists will be announced by the contest head before the final round begins.
2. All finalists will have a strict 30-minute time limit, with no extensions.
3. The contest administrator/coordinator will announce the official start and end of the final examination.
4. All finalists will receive a questionnaire and answer sheets.
5. Finalists who arrive late will not be allowed to take the exam.
6. Each finalist must bring his/her own fully charged laptop, including its charger. The laptop must have access to the updated ASA Web version. Laptop sharing is strictly prohibited.
7. Finalists are not allowed to open or access any windows or applications on their laptop other than ASA Web.
8. Participants may bring and use a mouse; however, attachable or external keyboards are strictly prohibited.
9. Coaching in any form is not allowed. Finalists may only communicate with the contest administrator, coordinator, or marshal. Any participant suspected of cheating will be immediately disqualified.
10. All finalists will be connected to the MMPC Guest Wi-Fi during the final round.
11. The finalist with the highest score in the final round will be declared the Parts Officer Contest Champion, while the next two highest scorers will be awarded First Runner-up and Second Runner-up, respectively.

## IV. Competition Scoring

### A. Preliminary Round Scoring

Round	Stage	Time (Minutes)	Total No. of Points	Weight (%)
1. Preliminary	Written Examination <sup>1</sup>	90	50	40%
	Practical Examination <sup>3</sup>	60	50	60%
	<b>Sub-total<sup>2</sup></b>			<b>100%</b>

<sup>1</sup>The score to be used to break the tie in the Preliminary Round

<sup>2</sup>The score to be used to break the tie in the final round

<sup>3</sup>If a tie-breaker is needed after no. 2, the participant who finishes the practical exam fastest will be considered the winner.

### B. Final Round Scoring

Round	Description	Weight (%)
2. Final Round	Final Examination	100%
	<b>Total</b>	<b>100%</b>

**Deadline of submission: January 6, 2026**



ANNEX I

# LOCAL CONTEST PLAN FORM



## Dealer Information

Group Name: **GEM Mitsubishi Valenzuela**

## Dealer Group Person-in-charge Details

Name: **VON IVAN RACHO**  
Contact No.: **0999-573-3415**

Job Title: **Aftersales Trainer**  
Email Address: **vracho@autohubgroup.com**

## Local Contest Plan

1. Choose the contest categories included in your local contest (You can choose more than one)

- Sales Executive (SE) Contest
- Service Advisor (SA) Contest
- Technician Contest
- Service CRO Contest
- Sales CRO Contest
- Warranty Officer Contest
- Parts Officer Contest

2. Local contest date: January 3, 2026

3. No. of target participants per contest

Contest	Target No. of participants
Sales Executive (SE)	1
Service Advisor (SA)	4
Technician	3
Service CRO	3
Sales CRO	3
Warranty Officer	1
Parts Officer	3

4. Brief information on competition type/stages of local contest  
(You may indicate no. of rounds, type of competition, etc.)

Written and Practical Exam.

## Approval

  
JOSEPH SIMON FERNANDO   
REUBEN CHO

**Name of Principal & Signature**



ANNEX J

# LOCAL CONTEST REPORT



### Dealer Information

Group Name: GEM Mitsubishi Valenzuela

### Local Contest Plan Report

1. Local contest date: January 5-10, 2026
2. Local contest venue: GEM Valenzuela
3. Choose the final contest categories included in your local contest (You can choose more than one)

- Sales Executive (SE) Contest
- Service Advisor (SA) Contest
- Technician Contest
- Service CRO Contest
- Sales CRO Contest
- Warranty Officer Contest
- Parts Officer Contest

4. Attach evidence/proof of conduct of local contest such as:

- Photos or videos taken during the local contest
- Registration form/List of participants

5. List of winners per contest

Contest	Champion	First Runner-up	Second Runner-up
Sales Executive (SE)	RONALDO PILONGO JR.	N/A	N/A
Service Advisor (SA)	REY ANN GUANZON	ANNA ROSE TOGONON	CAMILLE JASMIN ISAAC
Technician	CARLOS AUSMOLO JR.	LIVINO RAULE JR.	JIMUEL SULAYAO
Service CRO	MAE ANNE YANGA	N/A	N/A
Sales CRO	MIRAFLORE RAMOS	MUTYA VILLACORTA	N/A
Warranty Officer	MIL ARDRED BERNADIT	N/A	N/A
Parts Officer	MIKE ANDREI DIOQUINO	MARK JAYSON SUMABAT	EDDIE BOLALATO

### Approval

JOSEPH SIMON FERNANDO

REUBEN CHO

**Name of Principal & Signature**

**Deadline of submission: February 6, 2024**



ANNEX K

# 24<sup>th</sup> MSO APPLICATION FORM



## Dealer Information

Group Name: GEM Mitsubishi Valenzuela

## Dealer Group Person-in-charge Details

Name: VON IVAN RACHO

Job Title: Aftersales Trainor/Instructor

Contact No.: 0999-573-3415

Email Address: vracho@autohubgroup.com

## Application Form

1. List of **participants** per contest

Contest	Name of Main Participant (Local contest CHAMPION)	Name of Back-up Participant (Local contest FIRST RUNNER-UP)
Sales Executive (SE) Contest	RONALDO PILONGO JR.	N/A
Service Adviser (SA) Contest	REY ANN GUANZON	ANNA ROSE TOGONON
Technician Contest	CARLOS AUSMOLO JR.	LIVINO RAULE JR.
Service CRO Contest	MIRAFLORE RAMOS	N/A
Sales CRO Contest	N/A	N/A
Warranty Officer Contest	MIL ARDRED BERNADIT	N/A
Parts Officer Contest	MIKE ANDREI DIOQUINO	MARK JAYSON SUMABAT

2. List of **observers** in 23rd MSO (Maximum of 5)

No.	Name of Observer	Position
1	REUBEN CHO	Aftersales Manager
2	JOSEPH SIMON FERNANDO	Service Manger
3	FLORENIA LLARENA	Parts Supervisor
4	REDELYN JENNY SANTIAGO	CRO Supervisor
5	VON IVAN RACHO	Aftersales Trainor

## Approval

JOSEPH SIMON FERNANDO

REUBEN CHO

**Name of Principal & Signature**



# ANNEX L 24<sup>th</sup> MSO COMPETITION PROGRAM



Time Start	Time End	Sales Executive	Technician	Service Advisor	Service CRO	Sales CRO	Warranty	Parts
7:30	8:00	Registration						
8:00	8:30							
8:30	9:00	Opening Program						
9:00	9:30							
9:30	10:00	Practical (68 mins)	Practical (60 mins)	Practical (95 mins)	Practical (30 mins)	Practical (60 mins)	Practical (25 mins)	Practical (60 mins)
10:00	10:30							
10:30	11:00				Final (75 mins)	Final (50 mins)	Final (150 mins)	Final (150 mins)
11:00	11:30	Final (225 mins)	Final (90 mins)	Final (125 mins)				
11:30	12:00							
12:00	12:30							
12:30	13:00							
13:00	13:30							
13:30	14:00							
14:00	14:30							
14:30	15:00							
15:00	15:30							
15:30	16:00	Awarding						
16:00	16:30	Dinner						
16:30	17:00							