



# Time & Stress Management



*Training Manual*

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# Time and Stress Management

EXPLORING CONCEPTS IN WORKLOAD  
OPTIMIZATION TO MANAGE YOUR  
EFFICIENCY AND STRESS LEVELS AT WORK



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# House Rules

- This is a thinking person's course
- This is a participative training session
- Respect everyone's insight and opinions
- Neutralize distractions
- Have fun while learning



# Learning Objectives

- Understand the definition, benefits and objectives of time management
- Define the different profiles of people challenged by ineffective time management
- Enumerate skills and concepts that result from optimal time management
- Learn the three components of time management
- Understand how to appropriately plan your schedule and workload
- Understand how to prioritize tasks based on urgency and impact
- Learn how to overcome productivity barriers like procrastination
- Learn additional techniques to enhance your time management skills
- Learn how to properly overcome stress in the workplace and home

# Icebreaker: Getting to Know You

## Group A

- Name and description of what you do
- Describe the most common issue you face at work



## Group B

- Name and description of what you do
- Describe the most common issue you face at work



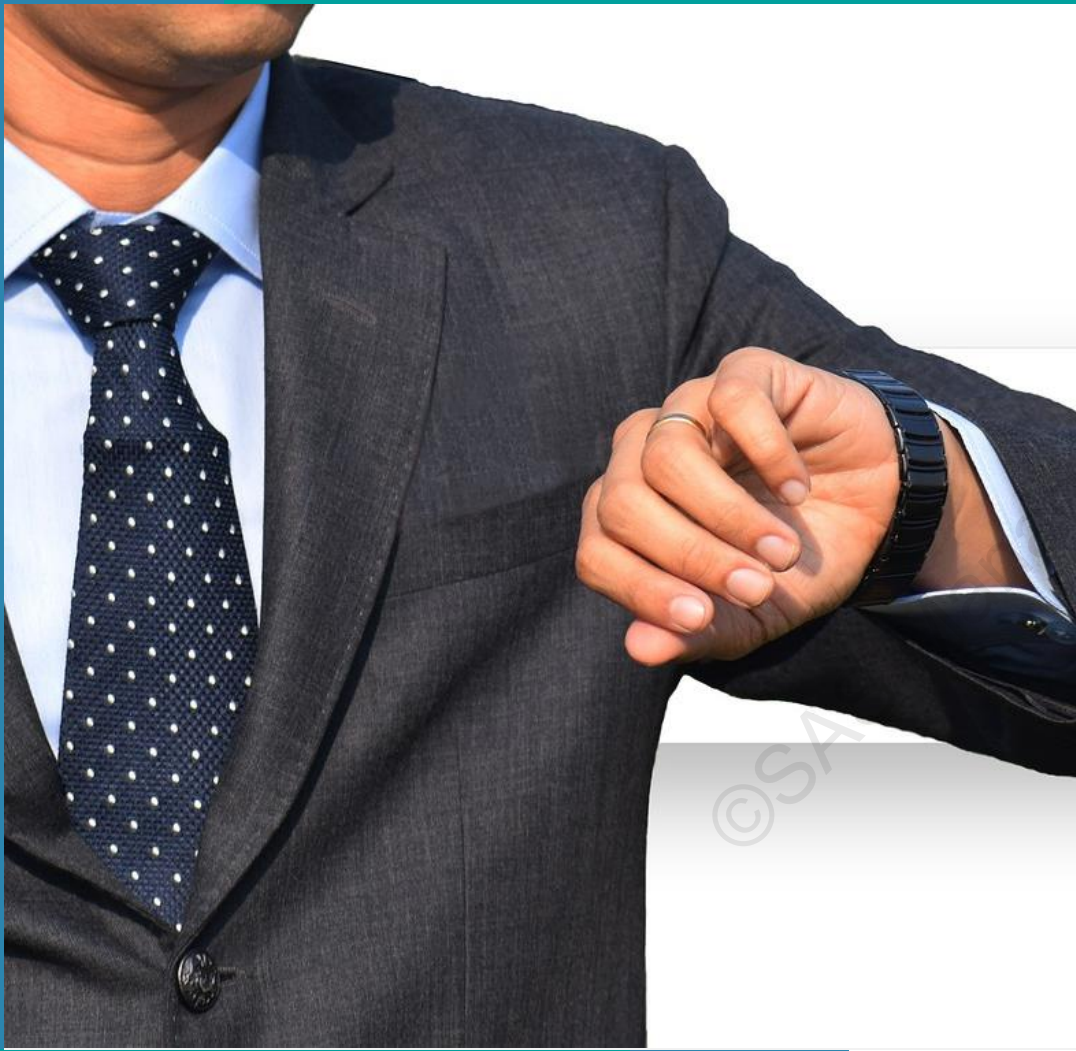
# Defining Time Management



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# What is Time Management?

Systematic, priority-based structuring of time allocation and distribution among competing demands.

# The Objectives and Benefits of Time Management

## Objectives

- Realization of individual time wasters and the adoption of strategies for reducing them
- Recognition of the variety of causes of procrastination and the application of relevant techniques to overcome these
- Clarification and prioritization of your objectives and goals, by creating more planning time.
- Adoption of appropriate strategies for dealing with interruptions and anything else which 'steals' your time.
- Utilization of practical techniques



## Benefits

- 1) Minimal Stress Levels
- 2) Increased Productivity
- 3) Reduced Procrastination
- 4) Reduced Team Conflict
- 5) Reduced Wastage of Time
- 6) Increased Opportunities
- 7) Development of Sense of Responsibility
- 8) Gain Respect and Trust
- 9) Improved Self-Confidence
- 10) Increase in Personal Time

# Self Assessment on Current State of Time and Stress

This exercise is to evaluate your current state in terms of being impacted by time challenges and stress in your work environment. You will have 5 minutes to answer the questionnaire



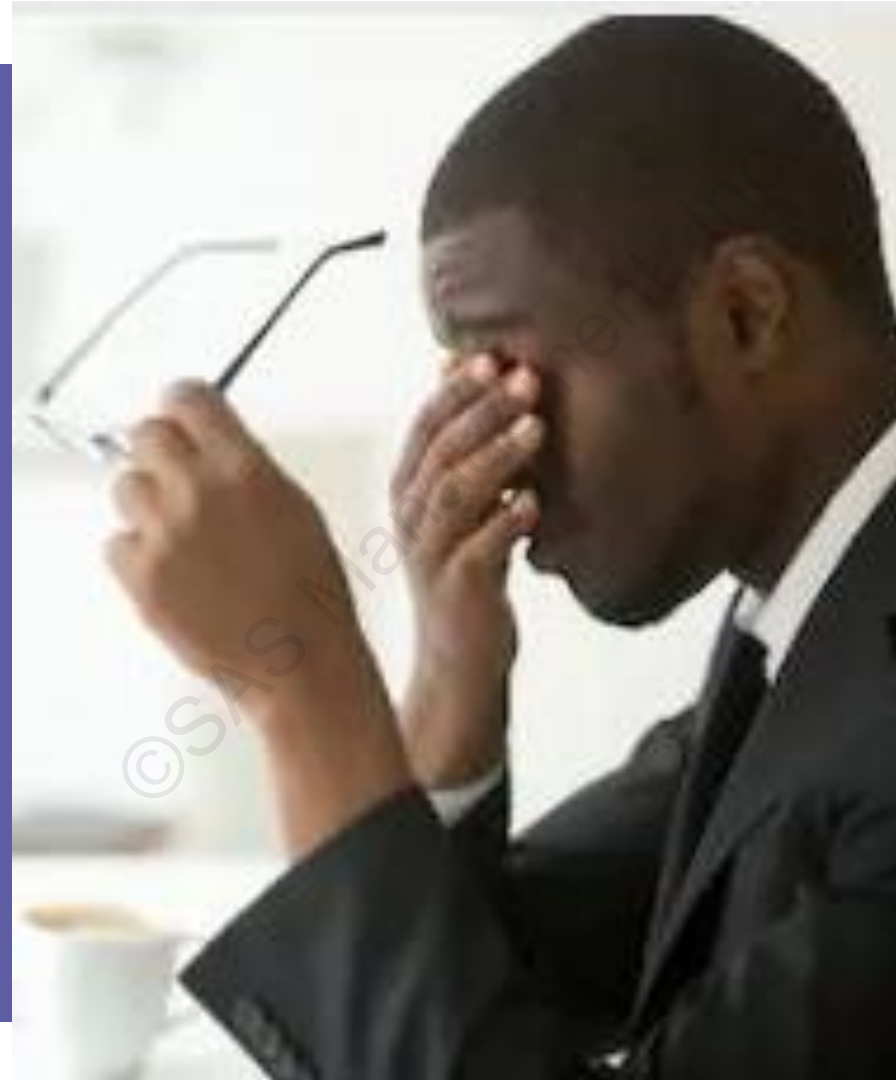
# Self Assessment on Current State of Time and Stress

## Score 1-5: Busy

You are managing to get by, a few small changes will make a big difference toward helping you with time.

## Score 6-10: Too Busy

Either life is becoming increasingly too busy for you, or you've been managing to get by, but are starting to lose control.



## Score 11-15: Busy and Frustrated

Life has been hectic for a while & if you don't become more intentional about your time, you will soon burn out.

## Score 16-20: Out of Control

It is possible for you to transform your schedule so that it aligns with what is important to you. It requires big changes, but change is nothing more than making choices.

# Possible Consequences of Poor Time Management

- Procrastination
- Habitual Lateness
- Overextension
- Rushing
- Impatience
- Poorly Defined Goals
- Poor Performance
- Lack of Energy
- Perfectionism
- Indecisiveness
- Becoming Overly Agreeable
- Doing Everything Yourself

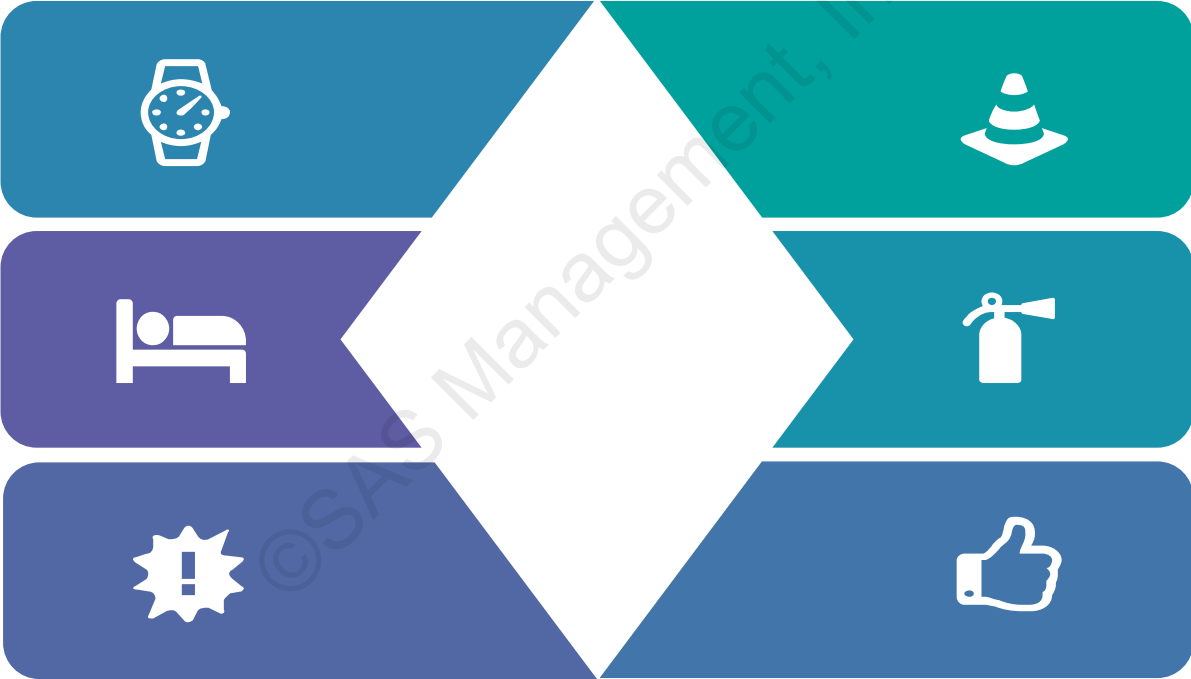


# Ineffective Time Management Profiles

**THE TIME MARTYR**

**THE PROCRASTINATOR**

**THE DISTRACTED**



**THE UNDERESTIMATOR**

**THE FIREFIGHTER**

**THE PERFECTIONIST**

# The Time Martyr



You fill your schedules with requests from others, instead of focusing on what's important to you.

Your own tasks feel like too much responsibility, so you jump at the chance to take on anything else - you gain validation from others, but neglect the tasks that would bring you self-validation.

Issues:

- Multitasking
- Missed deadlines
- Ineffective scheduling
- Skipping breaks

# The Procrastinator



Time Martyrs at least tackle other people's tasks - Procrastinators delay work on everything remotely important to anyone. Some claim they work better under pressure, but the results they get are often dampened by the stress and anxiety this practice brings.

Issues:

- Missed deadlines
- Ineffective scheduling
- Multitasking

# The Distracted



Your heart's in the right place, but you're easily distracted. A random request from a colleague is as likely to catch your fleeting attention as is a 20-minute phone call from your proprietor.

Issues:

- Multitasking
- Missed deadlines
- Ineffective scheduling

# The Underestimator

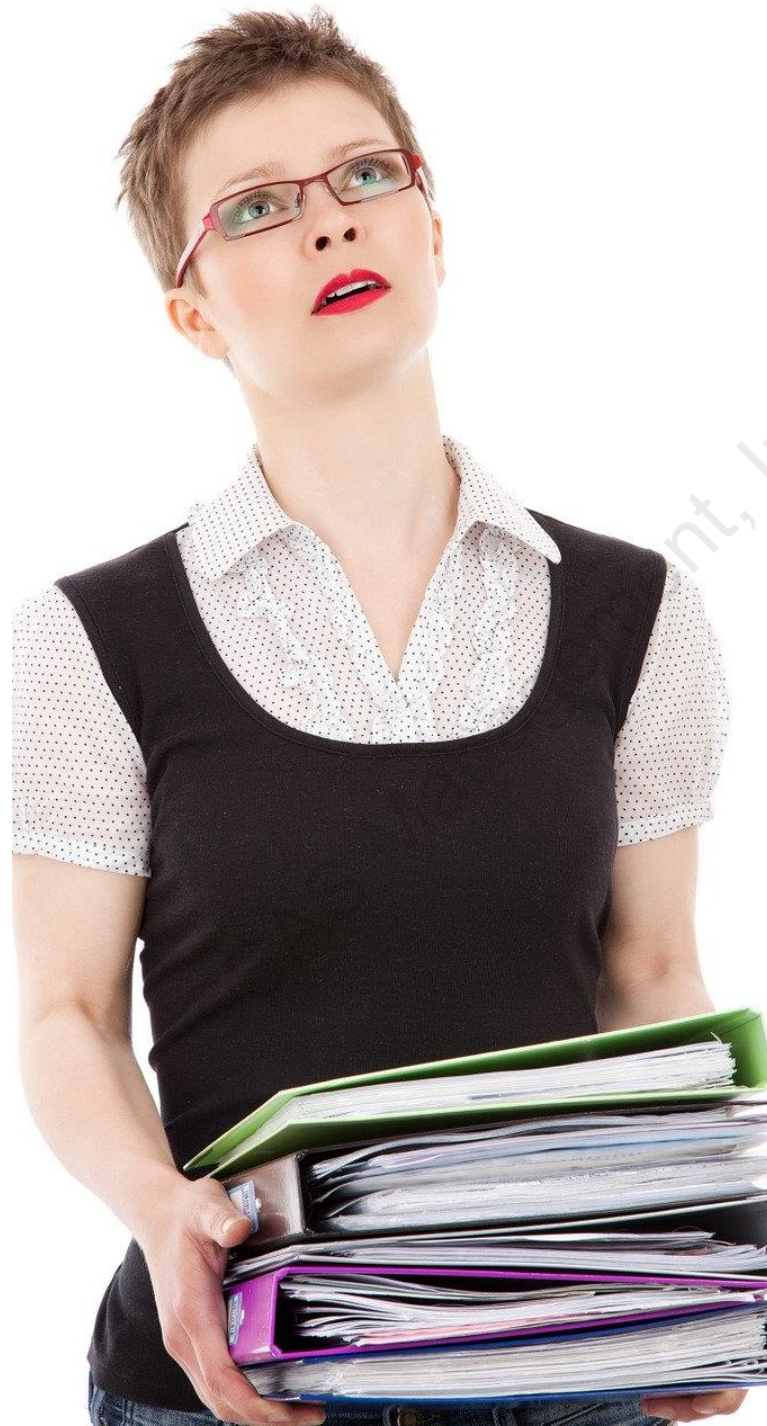


You estimate that handling a task will take you much less than it actually does - you rarely live up to your optimistic deadlines.

Issues:

- Missed deadlines
- Ineffective scheduling

# The Firefighter



You try to tackle everything on your own, right now - you're constantly putting out "fires" left and right, and don't feel fulfilled unless you're working on 10 tasks at once, and feeling "busy". Once you're done with that, you simply ask: "What's next?" - which is a practice that will lead you to burnout, sooner or later.

Issues:

- Missed deadlines
- Skipping breaks
- Ineffective scheduling

# The Perfectionist



You're similar to the procrastinator and distractor, but your inability to finish a task at least has a noble cause - you want everything to be perfect. You'll work overtime, and invest all your efforts into delivering a high-quality project - but you often don't know how to quit while you're ahead, so you may miss your deadlines and risk burnout.

Consequences:

- Missed deadlines
- Skipping breaks

# Time Management Skills

- Setting SMART goals
- Effective planning
- Stress management
- Proper task delegation
- Avoiding distractions
- Single-tasking
- Saying "No"
- Setting priorities
- Beating procrastination



The background of the slide is a blue-tinted image featuring a close-up of a computer keyboard on the left and a laptop screen on the right. The laptop screen displays the time '16:35:53'. In the center, three silver pocket watches are arranged in a cluster, with the largest one in the foreground. The watches have white faces with black numerals and hands. The text 'The Three Ps of Time Management' is overlaid in white at the bottom of the image.

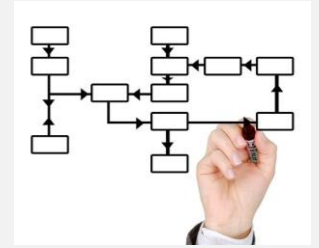
# The Three Ps of Time Management



# The Three P's of Time Management



Plan



Prioritize

Perform



# Benefits of Planning

- Basis of Success
- Focuses attention on objectives
- Better Utilization of Resources
- Minimizes future uncertainties
- Facilitates control
- Helps in coordination
- Prevents irrational decisions



# Benefits of Prioritizing

- Increased success rate
- Higher return on investment
- Better quality outcomes
- Elimination of obsolescence or redundancy
- Effective resource allocation
- Better in-project decisions



# Benefits of Performing

- Enhances your image in the organization
- Fulfill promises you make to yourself and to others
- Overcomes laziness and procrastination
- Effectively deals with distractions
- Enables the continued work on a project, even after the initial rush of enthusiasm has faded away
- Sees a project, task, or deliverable through to completion
- Works more effectively and efficiently
- Meets deadlines and reduce undue emotional stress





# Planning



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# Words to Live By, Pt. 1

“Give me six hours to chop down a tree and I will spend the first four sharpening the axe.”

Abraham Lincoln

# The RIGHT Goal

Sir John Whitmore is credited for creating the RIGHT Goal-setting model, where he proposes that for goals to be meaningful, they need to be SMART, PURE, and CLEAR.



# Planning Tools: The Time Tracking Chart

**SAMPLE CHART FOR TRACKING TIME SPENT ON TASKS PER WEEK**

WEEK ENDING 4/14	Core responsibilities	Personal growth	Managing people	Crises and fires	Free time	Administrative tasks	TOTAL TIME/DAY
Monday	2 hrs	1 hr	3 hrs	0 hrs	0 hrs	2 hrs	8 hrs
Tuesday	3	1	4	0	0	2	10
Wednesday	7	0	0	1	0	2	10
Thursday	0	3	3	0	0	2	8
Friday	1	2	0	1	3	2	9
<b>TOTAL TIME/ACTIVITY</b>	13 hrs	7 hrs	10 hrs	2 hrs	3 hrs	10 hrs	45 hrs
<b>PERCENTAGE OF TIME</b>	29%	16%	22%	4%	7%	22%	100%

**SOURCE** 20-MINUTE MANAGER: GETTING WORK DONE (HARVARD BUSINESS REVIEW PRESS, 2014)

HBR.ORG

# Planning Tools: The Gantt Chart

A Gantt chart, commonly used in project management, is one of the most popular and useful ways of showing activities (tasks or events) displayed against time.

This allows you to see at a glance:

- What the various activities are
- When each activity begins and ends
- How long each activity is scheduled to last
- Where activities overlap with other activities, and by how much
- The start and end date of the whole project



# Planning Tools: The Action Register

Break down big projects/tasks into smaller chunks.

Huge projects may intimidate you and cause you to waste time on panicking; they can cause you to lose your motivation easily because there is simply too much work ahead.

By breaking it down to small sub-tasks, you can clearly see your day to day progress, which will keep you on track and make you more motivated.

Date Added	Task	Priority	Target Date for Completion	Status
11-Jan	Centralized Reporting System in Client Portal (all campaigns)	High	10-Mar	In Process
11-Jan	Scheduling of Strategic, Monthly, Weekly Business Reviews with Clients	High	10-Mar	In Process
11-Jan	Create Annual Client Visit Calendar	Low	10-Mar	In Process
11-Jan	Hiring of Reporting Staff	Low	15-Apr	Not Started
11-Jan	Implementation of SOW and SA compliance audits	Medium	15-Apr	Not Started
11-Jan	Daily Performance Meeting with SD and Sr. Leadership	High	10-Mar	Completed
12-Jan	Create new SOW for MLP	Medium	10-Mar	On-Hold
12-Jan	Create new SOW for GST	Medium	10-Mar	Not Started
12-Jan	Create addendum to 25G contract on Sixto's current rate	Medium	10-Mar	Not Started
16-Feb	Create 360 Feedback Form for Aptus to send to all clients	Medium	10-Mar	Completed
17-Feb	Stonestep Workflow Process	High	10-Mar	In Process
17-Feb	Create Employee Scorecard for Siobhan	High	10-Mar	Not Started
28-Feb	Create process flow for GST Reporting	Medium	10-Mar	Completed
28-Feb	Create process flow for hours reporting	Medium	10-Mar	Completed
28-Feb	Creating process flow for collections	Medium	10-Mar	In Process
28-Feb	Create process flow for Employee Scorecards	Medium	05-Apr	Completed
10-Mar	Create High-Level 360 Feedback Form for Client heads	Medium	05-Apr	In Process
30-Mar	Bid Committee hearing/meeting	High	05-Apr	Not Started
30-Mar	Request for Testimonials for Aptus from clients	Low	05-Apr	Not Started
30-Mar	Send High Level 360 Feedback Form for clients	Medium	03-Apr	In Process

An action register is a tool used to break down projects into manageable, coherent pieces. It is where critical tasks, target dates and ownership responsibilities are documented. To create an action register, you have to outline the following:

- Which tasks need to be done?
- How much time does each task need to get done?
- Who is responsible for getting it done?
- What is the status of each task? Is it done, currently being done, or still in the process of being assigned?

# Planning Tools: The Action Register

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16-Feb	Create 360 Feedback Form for Aptus to send to all clients	Medium	10-Mar	Completed
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# Create your Action Register

Using the sample Action Register for reference, construct your very own action register for any of the scenarios the trainer will provide you. This exercise aims to instill within you the ability to break down large tasks into smaller more manageable ones.





# Prioritizing

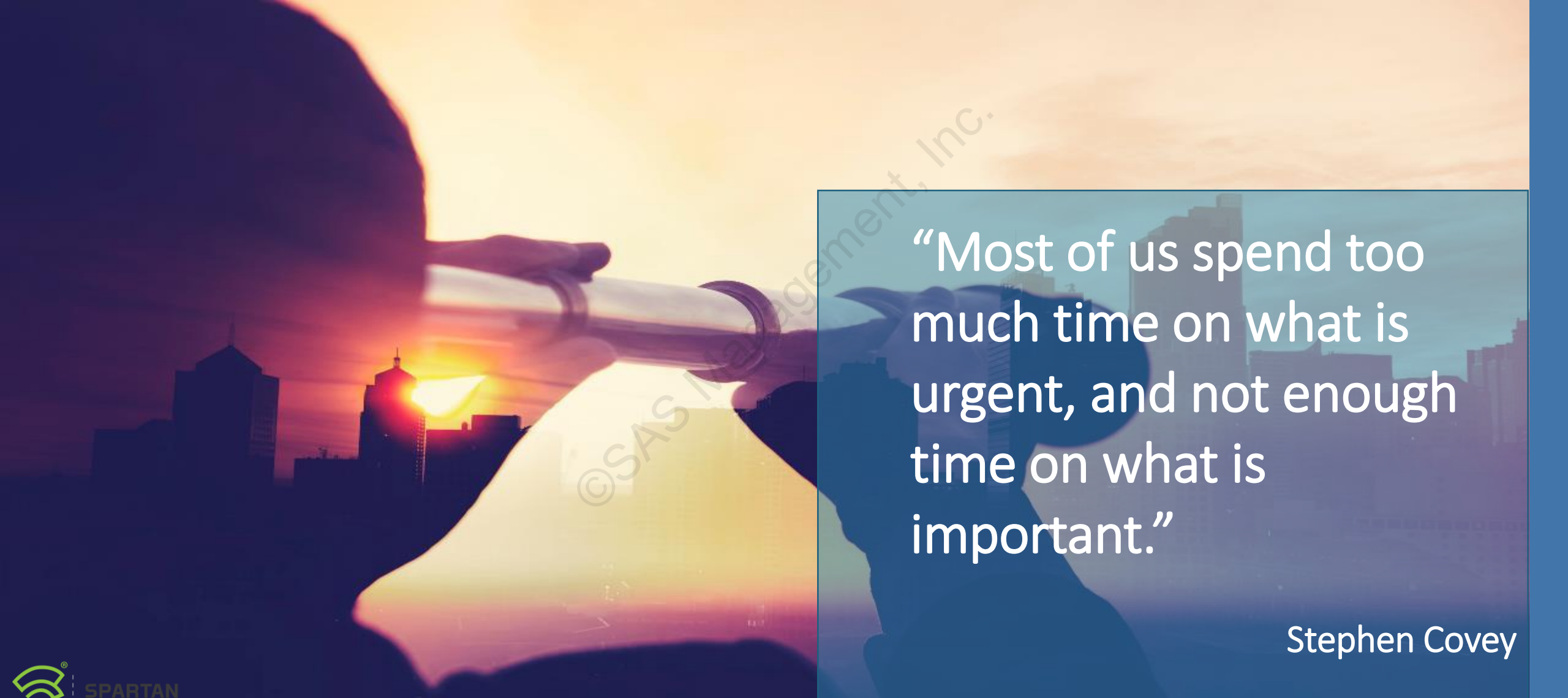


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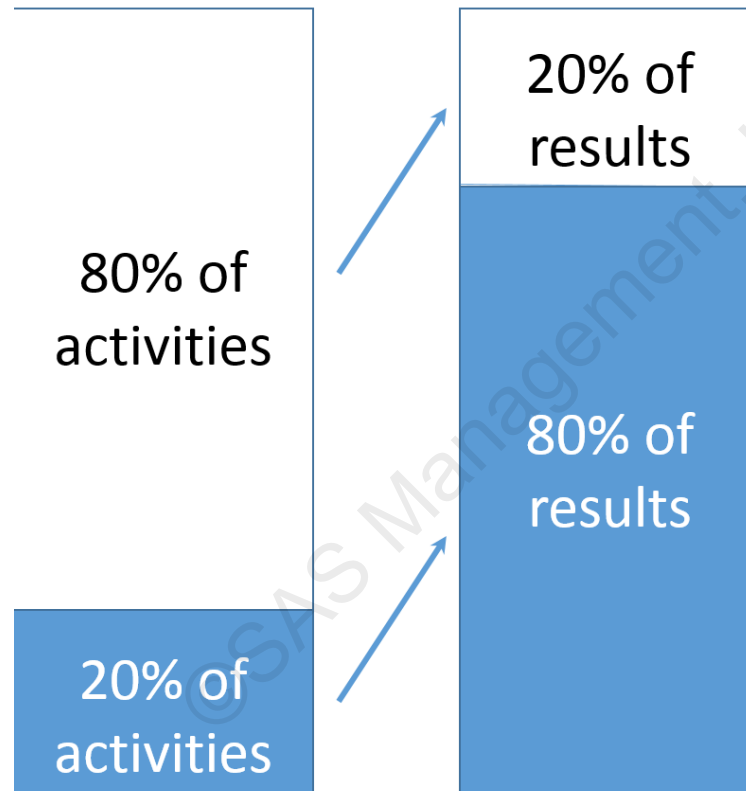
# Words to Live By, Pt. 2

A person is shown from the side, looking through a telescope. The background is a city skyline at sunset, with the sun low on the horizon, casting a warm glow over the buildings. The person's hand is visible, holding the telescope. The overall mood is contemplative and forward-looking.

“Most of us spend too much time on what is urgent, and not enough time on what is important.”

Stephen Covey

# Prioritization Concepts: The Pareto Principle



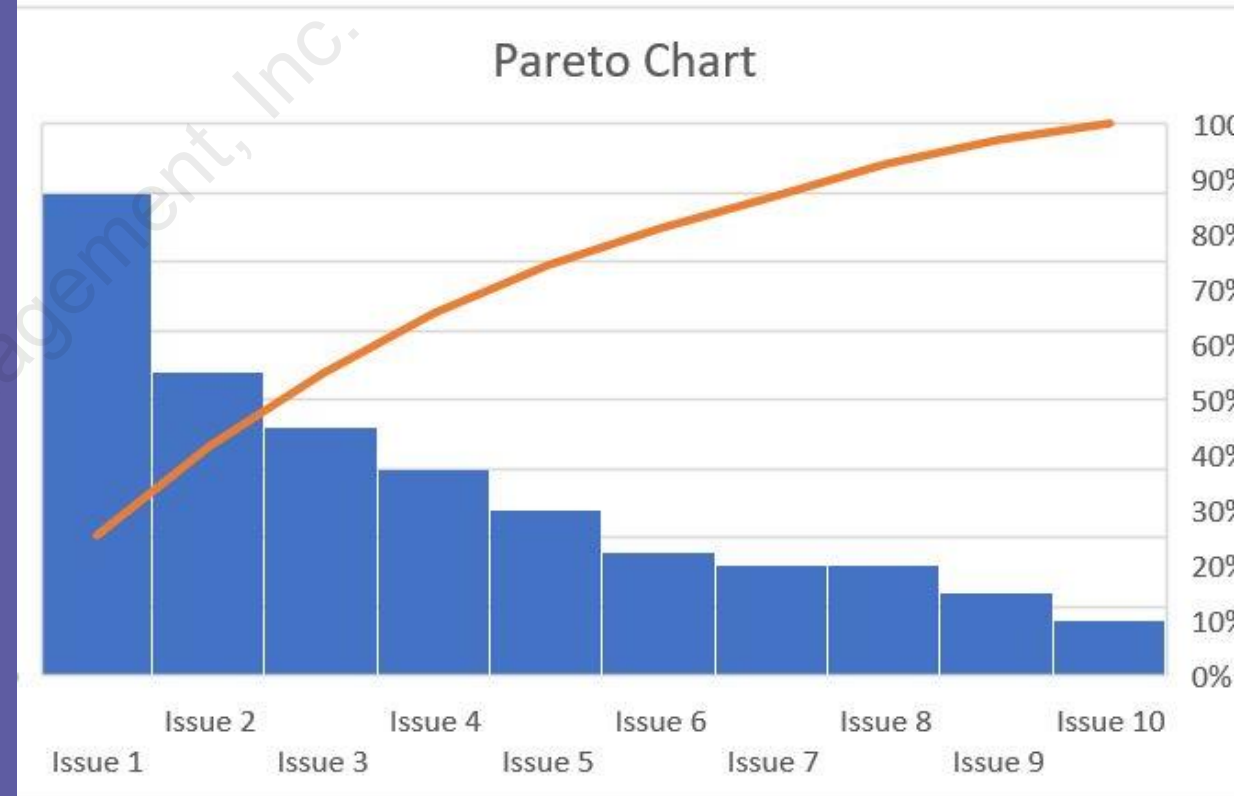
80% of the output is achieved with 20% of the input. In other words, 20% of time spent on a task leads to 80% of the results

# Prioritization Concepts: The Pareto Principle

The Pareto Principle provides you with a priority system to validate incoming tasks against your obligations.

To build this priority system you need to have three things:

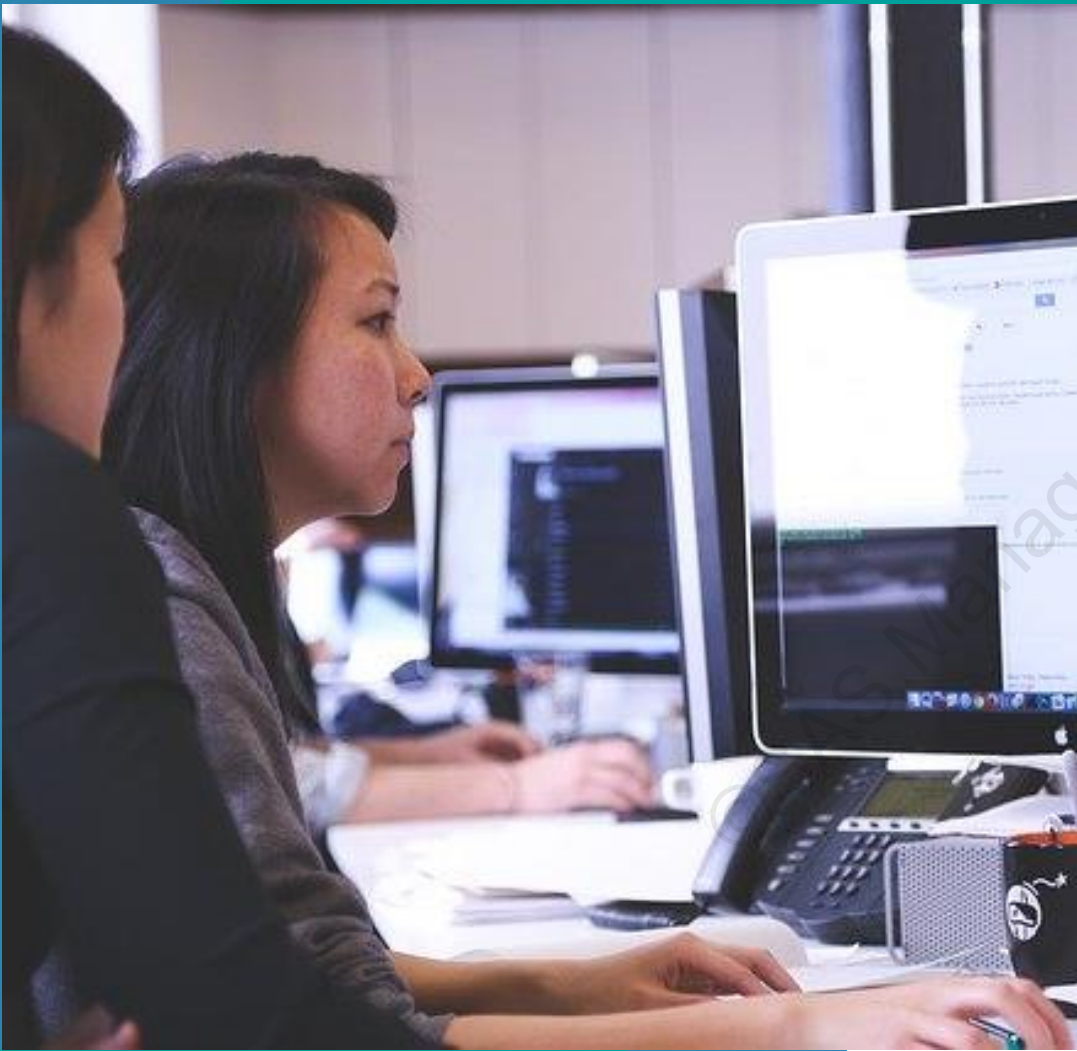
- 1) Know what your key result areas or goals are. In other words, what is most important?
- 2) Use the Pareto principle to prioritize your tasks.
- 3) Ensure that you protect these vital few activities from the trivial many.





## Step 1: Identify your Key Results Areas

- Outline the goals or objectives that you are aiming to achieve in this week, this quarter, or this year. Your top priorities are those that are aligned with your performance criteria, key result areas, or goals.
- Any incoming information or requests for your time need to be assessed against your goals and objectives. Once this is down you can assign the incoming task a priority.
- At work these are those things that you are measured against.



## Step 2: Use the Pareto Principle to set priorities

List all the activities that you have to do over the next week. But don't fall into the trap of using your to-do list as a way to manage your time.

Now put an A, B or C next to them:

- 'A' is for your most important activities (those top 20%),
- 'B' are somewhat important (60%), and
- 'C' are your least important activities (bottom 20%).

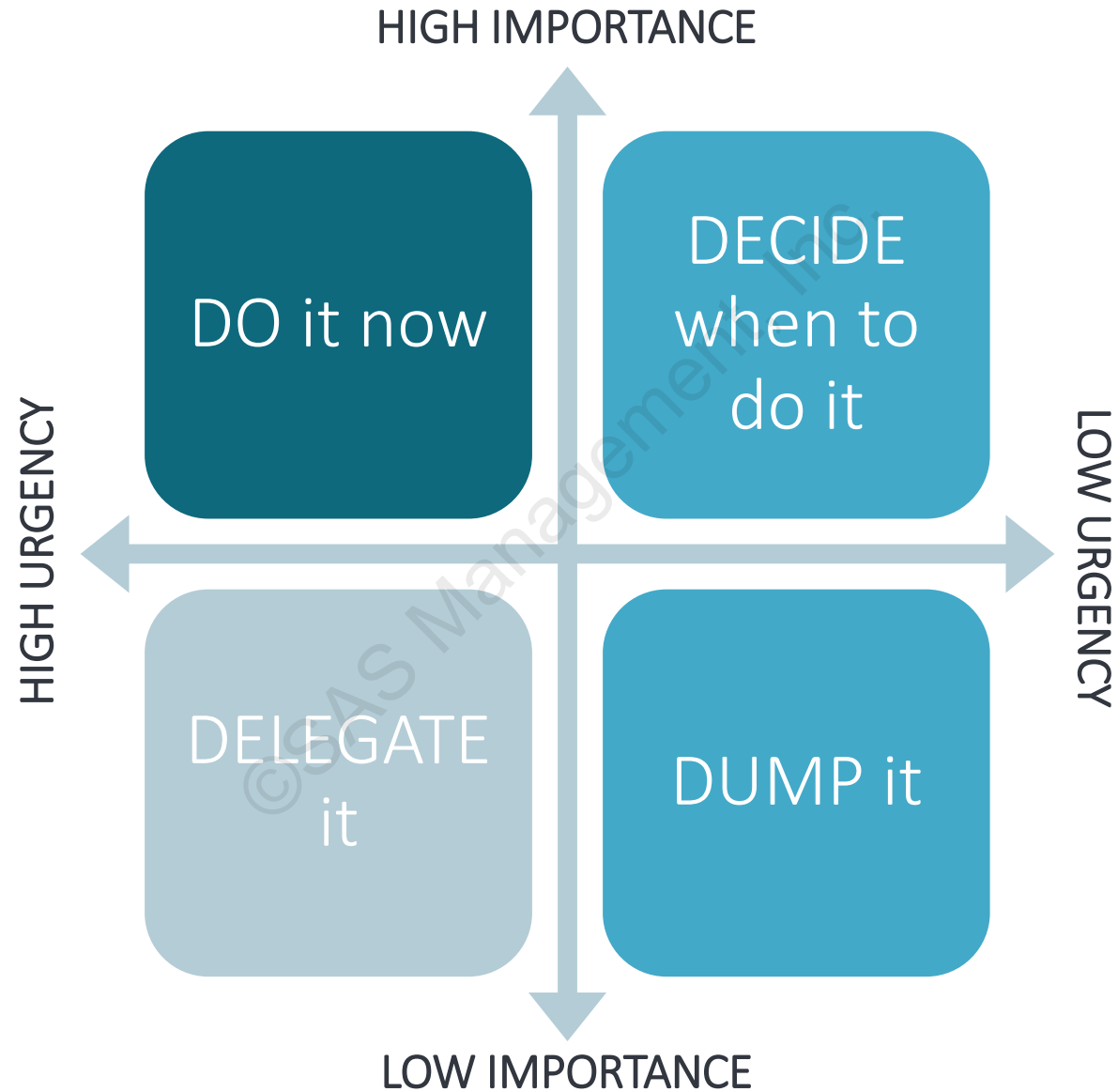
Put a time limit on those activities that you have classed as most important. How long are each of your 'A' activities going to take?



## Step 3: Protect the vital few from the trivial many

- Gather up all of your top priority actions that you have to do next week (if you have followed the process, each of these actions should have a duration next to them!)
- The next step is to make time for these most important activities, rather than trying to find time later on.

# The Eisenhower Matrix



# Benefits of Delegation

- It frees you up to work on tasks that are either of higher priority or that only you can do
- It develops your team's individual skill set and business acumen
- It drives motivation among your team members, as each person is being challenged and stimulated, working on tasks that gives them a sense of responsibility and recognition
- It promotes synergy and helps you achieve results through your team
- It helps you give time to your own development and growth
- It helps you manage your time more effectively

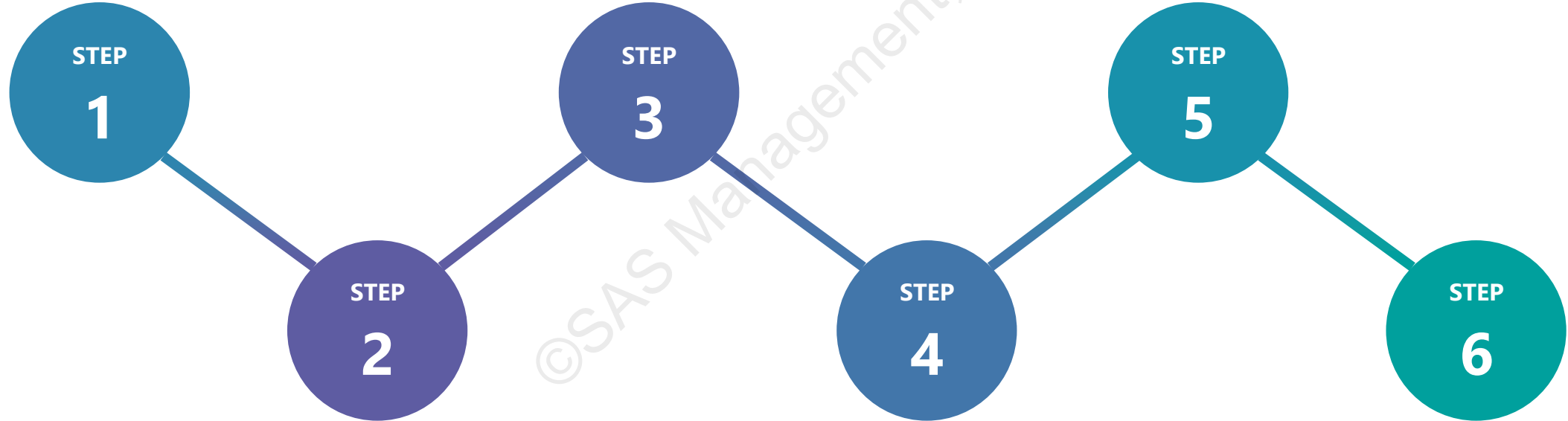


# The IDEALS Approach to Delegation

Introduce the task

Ensure understanding

Let go



Demonstrate clearly what needs to be done

Allocate authority, information, and resources

Support and monitor

# Whom to Delegate?

Consider the following before deciding whom to delegate:

- Their ability and experience
- Their reliability
- Their attitude
- Their current work load
- Their source of motivation





## What is the Kanban Method?

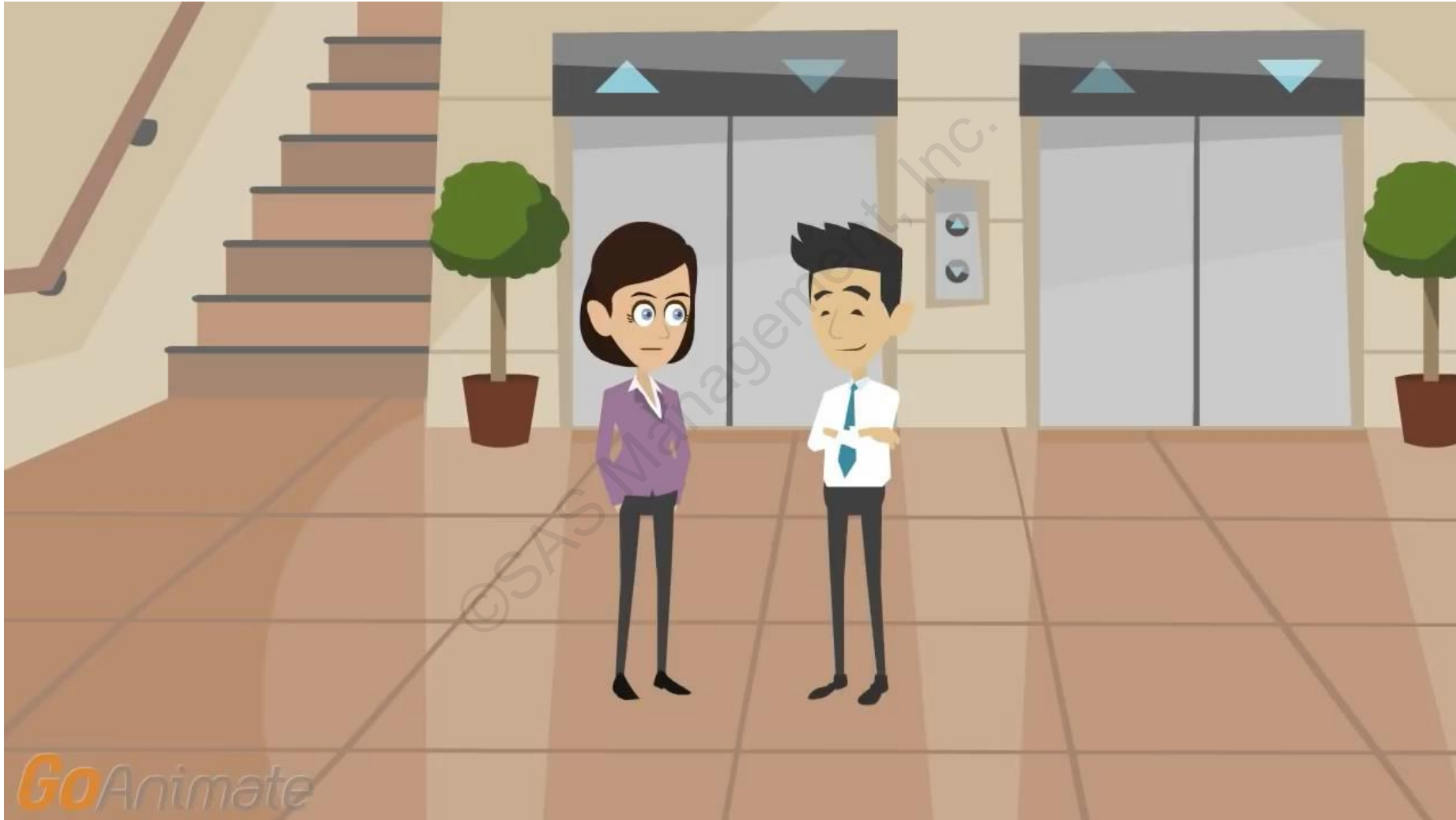
Kanban is a workflow management method designed to help you visualize your work, maximize efficiency and be agile.

# Kanban Foundational Principles

- 1) Start with what you are doing now
- 2) Agree to pursue incremental, evolutionary change
- 3) Initially, respect current roles, responsibilities and job-titles
- 4) Encourage acts of leadership at all levels



# The Kanban Method



# Prioritization Matrix

Utilizing a matrix to quantify urgency and importance or impact can put some structure into your Eisenhower Matrix or To-Do List

	Urgency			
Impact	Urgent	High	Normal	Low
Extensive	Q1	Q1	Q2	Q2
Significant	Q1	Q1	Q2	Q2
Moderate	Q1	Q1	Q2	Q2
Minor	Q3	Q3	Q3	Q4



# Performing



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# Words to Live By, Pt. 2

A person is shown in silhouette from the side, looking through a telescope. The background is a city skyline at sunset, with the sun low on the horizon, casting a warm orange and red glow. The sky transitions from orange to a darker blue. The person's hand is visible, holding the telescope. A faint watermark "©SAS Management, Inc." is visible across the image.

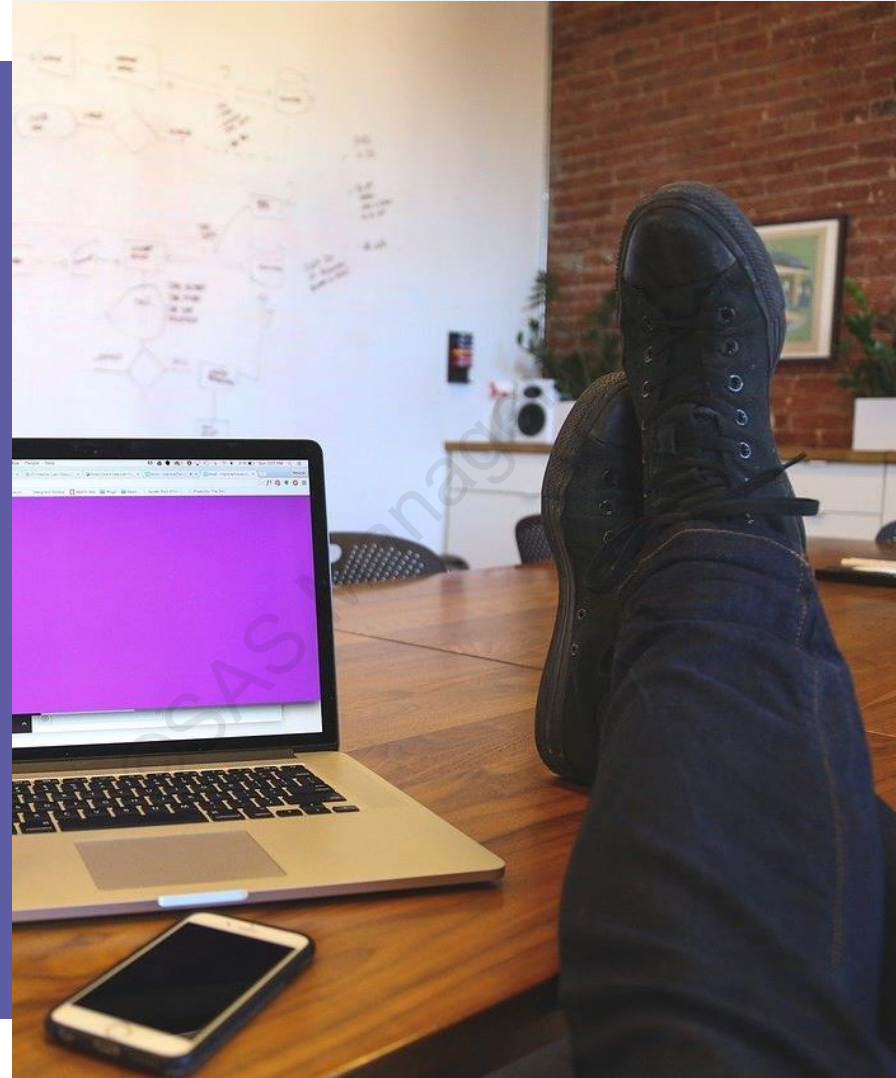
“Always remember: your focus determines your reality.”

George Lucas

# Procrastination

Factors that affect procrastination

- Decision paralysis
- Ignoring the value of time
- Lack of self-discipline
- Motivational factors



Motivational Factors include:

- Extrinsic Motivation
- Intrinsic Motivation

# Procrastination Catalysts: Decision Paralysis



Decision paralysis occurs when we have to select from options that are difficult to compare. Simply stated, decision paralysis can be described as having such a tough time choosing between action A or B that we pick action C or do nothing at all.

In many cases, even if a decision is made, decision paralysis exhausts the decision maker so much, that he or she doesn't have any energy left to carry out the action itself.

# Procrastination Catalysts: Ignoring the Value of Time



The time we spend on Earth is both limited and finite. In light of these facts, time is the most valuable commodity you have. It's not money; unlike time, you can borrow money, save, or earn more. You can't do that with time. Every single second you waste is gone forever.

The mere realization that life is finite leads people to begin managing their time more carefully. It makes you think about how you would ideally like to spend your time on Earth.

# Procrastination Catalysts: Lack of Self- Discipline



You can imagine self-discipline or self-control as a moment when you give yourself orders, but you are having a hard time following them. It is not the primary cause of procrastination, but an important compound.

To be disciplined, you need to have the correct type of motivation and learn to maintain and work on positive habits.

# Motivational Factors



## Extrinsic Motivation

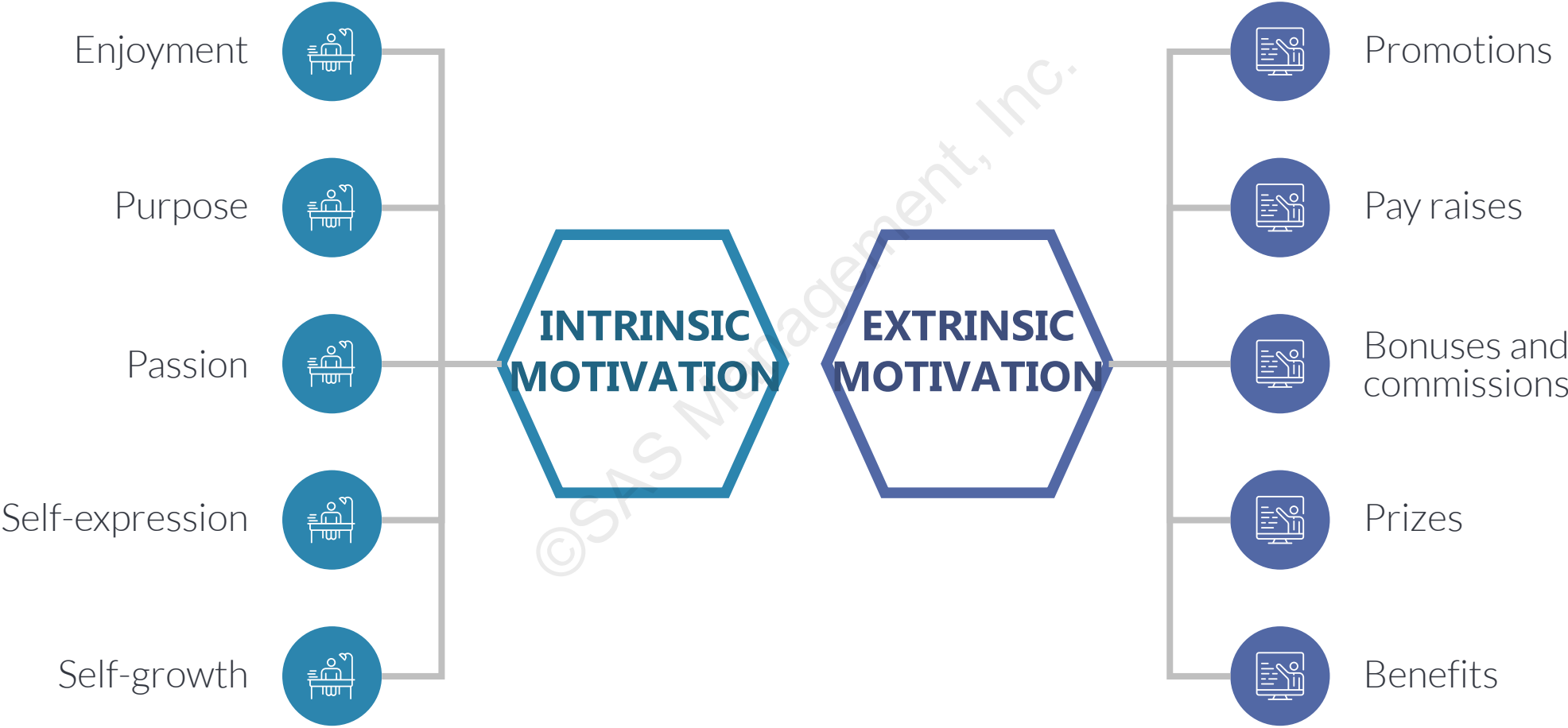
Rewards and punishments or carrots and sticks were developed to force people into performing actions they would never consider on their own. But when people do things they don't want to do, they are less happy, and their brains release less dopamine. Many studies have confirmed that using extrinsic motivation lowers performance in activities that require even a little brainwork and creativity.



## Intrinsic Motivation

Meaning and vision provide long-lasting and satisfying motivation. When people see the purpose in their actions, particularly when they actually want to perform these actions, one of the strongest forms of motivation arises, it is called the intrinsic journey-based motivation. This type of motivation is based on the concept of having a personal vision. It focuses on actions, not results. It focuses on the journey, not the destination.

# Intrinsic vs. Extrinsic Motivation



# Intrinsic Motivation Tools



Impulse Control



Positivity



Hope/Optimism



Flow



# Additional Time Management Techniques



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# Saying “No”

## Acceptable ways of saying “No”

I appreciate you think that I’m the best person to handle this assignment, but I have to decline.


I would love to, but my schedule does not permit another item on my calendar.

This sounds like a great opportunity, but at this time there are some high-urgency items that need my attention.

Your request is tempting, but when I agree to do something I give it 100%. At this time I know I would not be able to do that, so rather than disappoint you and myself, I must pass.

I respect the fact that you want me to take this on; please respect the fact that I cannot.

# Words to Live By, Pt. 2

A person is shown in silhouette from the side, looking through a telescope. The background is a city skyline at sunset, with the sun low on the horizon, casting a warm glow. The sky transitions from orange near the sun to a darker blue at the top. The city buildings are dark silhouettes against the bright sky. A semi-transparent blue box is overlaid on the right side of the image, containing the quote and the name.

“People take advantage of you only with your permission.”

Ann Landers



# The Pomodoro Technique

Parse your work into 25-minute work sessions (pomodoros), and 5-minute breaks. After 4 cycles, you take a 20-minute break.

- 1) Set your timer for 25 minutes
- 2) Focus on your work during these 25 minutes
- 3) Stop as soon as the alarm goes off
- 4) Take a 5-minute break
- 5) Resume work for another 25 minutes after the break
- 6) After four 25/5 minute cycles, take a 20-minute break
- 7) Repeat the process until finished with task or project



# The 10-Minute Rule

Tell yourself you'll work on a task for 10 minutes. After the 10 minutes are up, you determine whether you'll stop or keep going.

- 1) Select a task
- 2) Start working on it immediately
- 3) After ten minutes have passed, reflect on your focus and patience: do you want to stop working on the task, or do you wish to continue for 10 minutes more?
- 4) Work for 10-minute time periods until you want to stop working on this task for the day



# Stress Management



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## What is Stress Management?

Stress Management is making changes to your life if you are in a constant stressful situation, preventing stress by practicing self-care and relaxation and managing your response to stressful situations when they do occur.

# Common Causes of Stress in the Workplace

- Lack of work-Life balance
- Low confidence in job future
- Lack of purpose/direction at work (Ineffective management)
- Colleagues/workplace politics
- Limited access to tools to do your job
- Change
- Absence or ineffective use of time
- Insufficient resources
- Lack of skills, knowledge or appropriate training
- Insufficient rest
- Money



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# Signs of Stress



## Physical Symptoms

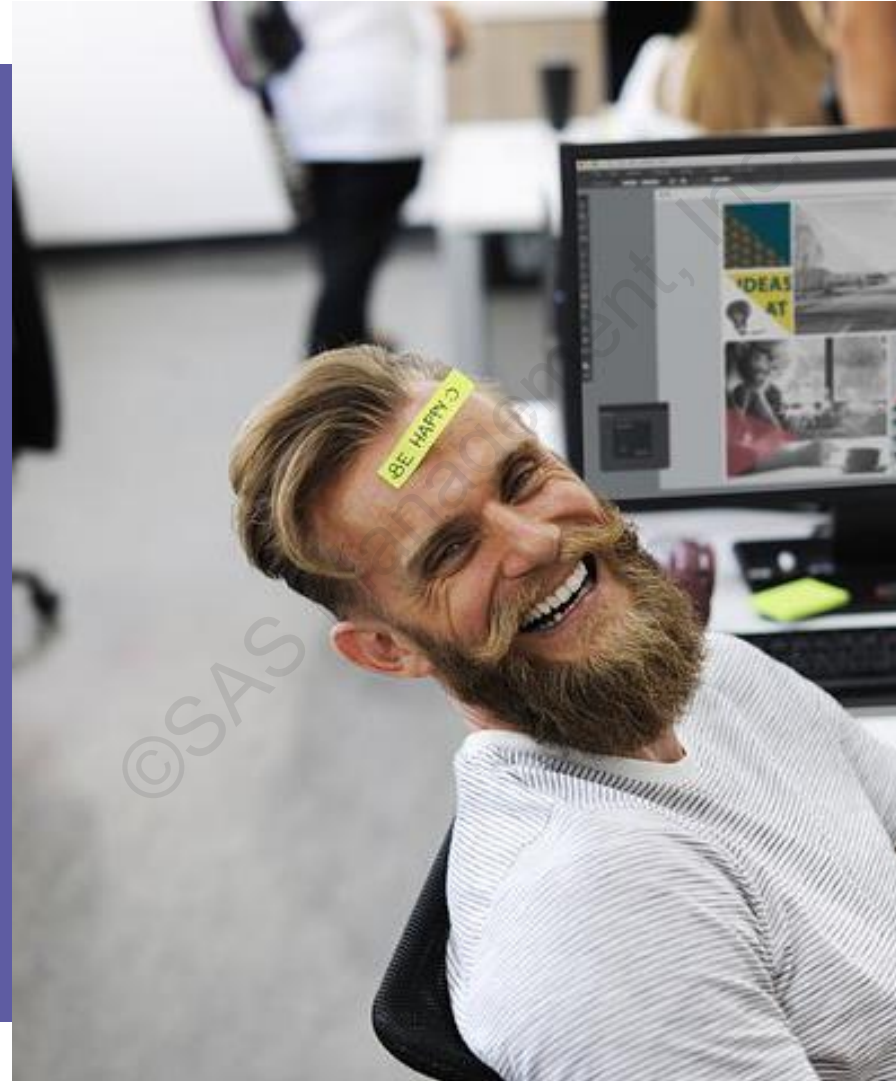
- Increased respiration and perspiration
- Redness of face
- Nervous behavior
- Weight loss or gain
- Shortness of breath
- Fatigue
- Vulnerability to colds, flu and minor ailments
- Sleep problems

## Psychological Symptoms

- An inability to concentrate
- Over-reacting to people and situations
- Mood swings
- A lack of desire to participate in conversations
- Behaving defensively
- Short tempered or irritable
- Extremely negative sarcastic / cynical approach
- Feeling of inability to cope

# Stress-Busting Solutions

- Recognize the signs of stress
- Identify the source of stress and take the necessary steps to address them
- Prioritize goals and set realistic expectations
- Manage your time
- Make time for yourself
- Take your breaks at work
- Share your feelings and concerns



- Use breathing techniques
- Maintain a healthy work-life balance
- See a doctor if your wellbeing is affected
- Take a holiday or short break
- Physical exercise
- Broaden your interests – take up a new sport or hobby

# Breathing Exercises



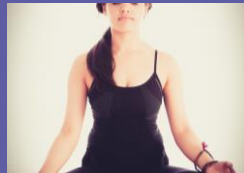
Pursed Lip Breathing



Equal Breathing



Resonant Breathing



Deep Breathing



## Fun Fact #2

Without immediate use, people forget up to 90% of what they learn within 30 days.



# Questions?



Thank You!

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# SAS Management, Inc.

## Green Mission Statement

**SAS Management Inc., makes efforts to operate business in an environmentally responsible manner. We are committed to comply with all applicable environmental laws and regulations, and recognize that reducing the environmental impact of our operations is an important part of the value we deliver to our clients.**

**We achieve a high level of performance by incorporating our Environmental “Green” Statement into our business planning and decision-making to ensure our goals are achieved.**

***“Going green doesn’t start with doing green acts — it starts with a shift in consciousness. This shift allows you to recognize that with every choice you make, you are voting either for or against the kind of world you wish to see. When you assume this as a way of being, your choices become easier. Using a reusable water bottle, recycling and making conscious daily consumer choices are just a few...”***

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