



RAQUEL PAWN SHOP INSIDER

THE OFFICIAL PUBLICATION OF RAQUEL PAWN SHOP, INC.

Series 2016 Vol. 5 No. 21

July— December 2016

RAQUEL PAWN SHOP UNVEILS GREEN CARD IN 2017



This 2017, Raquel Pawnshop Inc. introduces its new loyalty program, called the Green Card. This card seeks to compensate RPI customers for their patronage to the company and its services through rewards and special privileges.

Available for purchase at only PhP 50.00, the Green Card is your user-friendly and multi-purpose transaction loyalty card. In order to avail, customers can be guided by the following process:

- Inquire to any Raquel Pawnshop Branch thru our personnel
- Fill up the application form
- Pay the membership fee amounting to PhP 50.00
- Once available, customers will receive a notice via text message informing the availability of the Card at the branch where it was requested. ... continue on page 5

ATE RAQUEL NOW ACCEPTS SONY PLAYSTATION AND GOPRO ACTION CAMERA

GoPro
Be a HERO.



Dahil sa patuloy na pagbabago ng pamumuhay ng bawat Pilipino sa ating komunidad, inihahandog ng Raquel Pawnshop, Inc. ang bagong serbisyong handog para sa lahat. Maaari nang mag-sangla ng *GoPro Action Camera* at *Sony PlayStation 3 and 4* sa piling branches ng Raquel Pawnshop, Inc. ... continue on page 5

CASH WITHDRAWAL MADE EASY

The automated teller machine, or ATM, is a piece of technology that is vastly used nowadays. And RPI had a great opportunity to partner with Fexco Philippines, Inc. Their service called, EasyDebit, is an innovative cash withdrawal solution which uses a micro ATM Pin Entry Device and Android Mobile Phone to let customers withdraw cash using their BancNet ATM cards.

You can now avail this service in the following branches:

- Quezon Province
 - Catanauan
 - Real
 - Mauban
- Carmona, Cavite
- Paete, Laguna



So, what are you waiting for? Come and Visit us and experience the convenience of Cash Withdrawal the Raquelista way! // **Ana Chemelyn P. Naz**

VISION:

Raquel Pawnshop INSIDER is the most effective instrument where the company, employees and customers can communicate.

MISSION:

Raquel Pawnshop INSIDER's mission is to maintain the company's culture through the enhancement of its image and to create awareness in the pawning industry by advocating its unique tagline, "Palagay ang Loob Ko!"

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RPI OPENS NAGCARLAN BRANCH

Raquel Pawnshop, Inc. has opened its newest addition to its list of trusted branches - Nagcarlan Branch. Last September 15, 2016, opening of **RPI Nagcarlan Branch** took place. The newest addition is currently situated at F. Urra St., Barangay 1, Poblacion, Nagcarlan, Laguna beside public market.

Nagcarlan, Laguna is a second class municipality in the province. It is subdivided into 52 barangays with population of 60,000 people.

Customers from the town and neighboring municipalities can now avail the following services:

- **Gadgets & Jewelry Pawning**
- **Jewelry Showroom**
- **Bills Payment**
- **Western Union Remittance**
- **Loading**
- **Ticketing**

RPI Nagcarlan Branch is now ready to serve you. // *Reggson N. Garcia*



"Photos taken during opening of RPI Nagcarlan Branch last September 15, 2016."

MESSAGE FROM THE BOARD

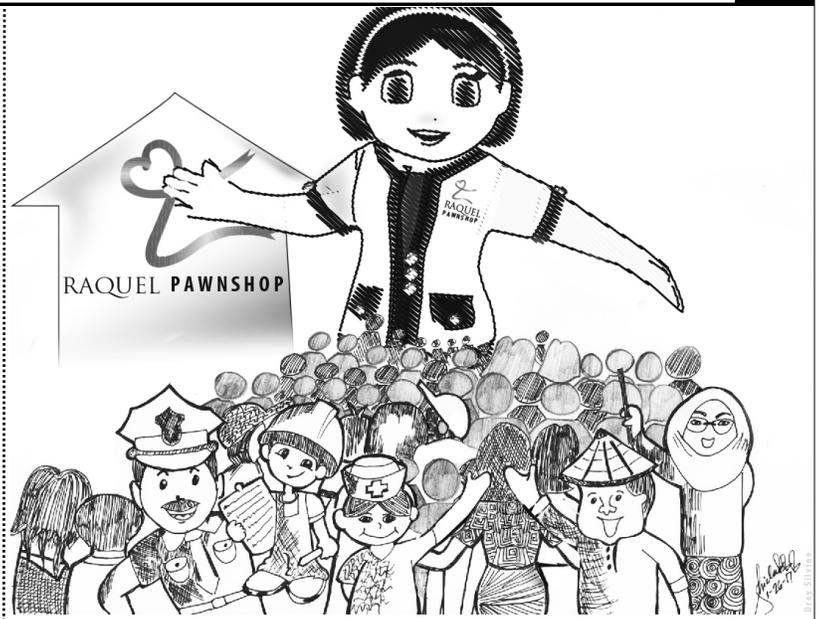
Three decades and counting. RPI has been continuously evolving into a family corporation that enables to inspire the community it serves through exceptional products and services accessible to people in all walks of life. Amidst the constant change through time, RPI stays true to its goal – to provide remarkable service to all patrons.

The people behind the company come together and work harmoniously as they strive to come up with new ideas to equate it with the latest demands of time and relevant necessities of people. Because of its desire to broaden the horizon with the willingness to extend the variety of possible customers it can reach, the company continues to grow and improve simultaneously. RPI is greatly motivated to be better every day because of patrons who firmly believe in the quality of products and services the company is offering to communities.

The company gives back. Indeed, a true testament of an institution's success is its followers and patrons. RPI is very grateful for a wide and positive reception it is receiving from its customers. And there is no other way to give back but to share this genuine happiness with them through putting up new products and services that people will be willing to avail, some of which are the Loyalty Card Program and ATM Cash Withdrawal through EasyDebit, the newest offerings this year.

Our customers are the most precious gems of the company and we, for that matter, feel grateful for the years of loyalty. Thank you for welcoming us in your home by being patrons of our products and services. In the coming years, RPI shall seek to continue its legacy by continuing to provide quality products and excellent customer service to the community because you, our loyal RPI Customers, deserve the best.

R.L.R.



RPI Core: Outstanding Service and Unwavering Loyalty to Customers

Through the years, RPI has been waving the banner of excellence and success. With the meaningful contributions of the people behind the company who consistently give their best in coming out with new products and services people can easily avail and in return, the massive positive response of communities through continued patronage, RPI becomes unstoppable.

Change is constant, but the core is consistent. The company perseveres to prove its unwavering loyalty to customers through commendable service. It has shown diversity as to the number of people with different economic status it can reach and versatility as to the variety of services it can accommodate. Truly, RPI has established rapport with the people making it the company of choice.

With this and through RPI's hardworking and passionate people, the company continuously evolves and improves itself by formulating new programs relative to the constant changes of time. From Jewelry Pawning to Auxiliary Services, RPI is consistent in obtaining to provide its patrons only the best for them.

This 2017, RPI starts the year with a grateful heart as the company launches the newest offerings for the Raquelistas – the Loyalty Card Program and the ATM Cash Withdrawal through EasyDebit. These and more are RPI's gifts to the people who incessantly believe in the capability of the company in helping to improve the lives of its customers and their communities.

For Raquel Pawnshop, Inc., the loyal patrons are the real blessings of the company and with that, we can really say, "Palagay ang Loob namin sa inyo, Raquelistas."

RPI CORE VALUES COMMITTEE (CVC) AWARDS STUDY KIOSK TO SCHOOLS IN PAGBILAO AND CATANAUAN QUEZON

2016 was another successful year for Raquel Pawnshop's Core Values Committee (CVC) as it continued to provide assistance to selected public elementary schools in different parts of the country. The committee launched **"Maayos na Silungan para sa Mainam na Pag-aaral"** which aims to provide students with additional space to study. Two study Kiosks were constructed from June to November 2016.

The first Study Kiosk was awarded to Bagumbungan Elementary School in Pagbilao, Quezon on August 17, 2016. The second awarding was done on December 14, 2016 at Macpac Elementary School in Catanauan, Quezon. The committee, thru the assistance of the faculty, also prepared a simple snack for everyone and an apple for each student.

In both events, RPI's President and CEO, Ms. Raquelita R. Rafa gave her speech to inspire the students to value education and to strive hard for their future, so that one day, they themselves can be an instrument to help improve the condition of their school. Graced by Ate Raquel, RPI's Mascot, both events brought astonishment to the students, faculty, parents and barangay officials who also witnessed the event.

All of these will not be possible without the support of RPI's Management who stand by the company's core values, Customer Service Excellence and Loyalty to its valued customers who plays a very important part of the company's success from the last three decades. */Via Mae U. Litan*



"Photos taken during the awarding of study kiosk in Pagbilao and Catanauan, Quezon last August 17, 2016 and December 14, 2016 respectively."

SA RAQUEL PAWNSHOP, PROTEKTADO ANG PAMILYA KO

Sa buhay ng isang tao, maraming mga hindi inaasahang pangyayari. Walang nakakaalam kung ano ang posibleng mangyari na ating kakaharapin. Sa buhay ng isang tao, walang permanente. Kailangang maging handa tayo sa kung anuman ang pwedeng maging mga pagbabago sa ating buhay.

Kaya bukas palad na inihandog ng *Raquel Pawnshop, Inc.* ang *Insurance Policy* upang mapanigurado natin na handa tayo sa pagharap sa kinabukasan.

Taong 2007 nang magsimulang i-alok ang *insurance policy* ng *Raquel Pawnshop, Inc.* Hanggang sa taong kasalukuyan ay mayroon ng apatnapu't siyam (49) na benepisyaryo ang ating natulungan. Ang pinakahuling benepisyaryong nadagdag ay si **G. Menandro Gagalac** anak ng kostumer, nakatanggap siya ng halagang P 62,000.00 mula sa *Sariaya Branch*. Sina **Gng. Norie Arenas** at **Gng. Mary Grace Daleon** naman ay parehong asawa ng mga kostumer ay magkasabay na nakatanggap nito lamang ika-16 ng Disyembre taong kasalukuyan sa *Profugo Branch*. Si **Gng. Arenas** ay nakatanggap ng halagang P 75,000.00 katumbas ng dalawang aktibong *insurance* samantalang si **Gng. Daleon** naman ay P 37,500.00 na halagang natanggap katumbas ng isang aktibong *insurance*. Bakas sa kanila ang labis na kailungkutan sa pagkawala ng kanilang kaanak ngunit lubos ang kanilang pasasalamat sa *Raquel Pawnshop, Inc.* na lubhang nakatulong sa kanilang pamilya lalung-lalo na sa pangangailangang pinansyal sa panahong kagaya nito.

Sa ngayon, hindi ba mas maganda ang laging handa at sigurado?

Mag-apply na ng *insurance* at laging siguruhing protektado ka at ang iyong buong pamilya.

RAQUEL PAWNSHOP INSURANCE POLICY

(P 20.00)

Maximum of P 42,500.00 insurance claim benefit per insurance policy

Validity : 6 months

Benefits :

Accidental Death , Dismemberment and/or Disablement (AD&D)

P 30,000.00

Unprovoked Murder & Assault (UMA)

P 30,000.00

Accidental Burial Benefit (ABB)

P 7,500.00

Ambulance Benefit

P 5,000.00

//Hannah Grace A. Martinez

ATE RAQUEL NOW ACCEPTS SONY PLAYSTATION AND GOPRO ACTION CAMERA

.... from page 1

Hamon sa pagbabago ng panahon kung saan nagiging isa na ang *gadget* sa mga pangunahing pangangailangan ng bawat indibidwal – ito ang isa sa mga dahilan kung bakit patuloy ang inubasyon ng Raquel Pawnshop, Inc. upang mapaglingkuran ang mga tagatangkilik ng mga produkto at serbisyo nito. Sa ngayon, patuloy pa rin ang hangarin ng kumpanya na makapag-laan ng dekalidad na serbisyo para sa lahat.

Raquelistas, dalhin lang ang inyong *Sony Playstations* at *GoPro Action Camera* sa piling *branches* ng Raquel Pawnshop Inc. at masiyahan sa magandang *customer service* ng ating mga *branch personnel*.

Sa panahon ng pangangailangan kami ang inyong asahan. Palagay ang loob n'yo sa Raquel Pawnshop Inc. - Kasama, Kaagapay at Lagi ninyong Maasahan. //Danria Paulette Z. De Mesa

NOW ACCEPTS!!!
For Pawning

PS3  PS4



RAQUEL PAWNSHOP UNVEILS GREEN CARD IN 2017

.... from page 1

Purchasing of Green Card enables the customer to earn loyalty points which may be either through his/her pawning, showroom, remittance, bills payment or ticketing transaction. Loyalty points earned may be used as payment for Raquel Pawnshop transactions—one loyalty point is equivalent to one peso.

Loyalty points can also be used for transactions such as renewal or redemption of pawned item, payment of bills, remittance fee, courier service charge, booking fee and purchase opening insurance and e-load, provided however, that they have earned at least ten (10) loyalty points.

To cap it all, it is RPI's commitment to its customers that inspires the company to come up with the Loyalty Program which is beneficial to all patrons of RPI's products and services.

With the implementation of the Loyalty Program, 2017 will be a year of giving back to the best people in the world-the RPI Customers. //Leo Pabellano

RPI WITH DA5 AT BOHOL: TOGETHER TOWARDS TOMORROW



Isang masayang karanasan ang mapili na makasama sa isang napakagandang oportunidad – ang *DA5 VIP Business Partner Conference* na ginanap noong ika-20 hanggang 22 ng Oktubre 2016. Mapalad ako na makasama ang *Vice President for Operations -Mr. Ronaldo L. Raquel, Operations Manager-Mr. Angelo Efren G. Ngo at Area Coordinator-Ms. Aireen P. Manaog.*

Sa unang araw namin sa Bohol, binisita namin ang ilan sa mga natatanging *tourist spots* ng lugar. Ilan sa aming napuntahan ay ang *Chocolate Hills, Church, Blood Compact, Hanging Bridge* at amin ding nabisita ang mga *Tarsier* na tila tahanan na ang Bohol.

Sa ikalawang araw sa Bohol—araw ng conference. Nakilala namin doon ang iba pang *business partners* ng *DA5 Western Union* na nagmula pa sa iba't ibang panig ng bansa. Isang magandang oportunidad ang naibigay sa akin na makasama sa ganitong klaseng pagtitipon. Dito tinalakay ang pagpapahalaga sa mga *customers* sa pamamagitan ng pagtulong sa kanila na maipaabot ang pinansyal na suporta para sa kanilang mga pamilya.

Sa *Socialization Night*, lahat ng mga kasama sa conference ay talagang nasiyahan sa programa. Pinagsalu-saluhan ang mga pagkain gayundin ang masasayang kwentuhan. Napaka-init ng pagtanggap sa amin ng DA5 sa kanilang paanyaya.

Isang hindi malilimutang karanasan ang makabisita ako sa Bohol. Marami akong napuntahan, nakilala at natutunan. Maraming Salamat sa DA5. Gayundin, isang malaking pasasalamat sa Raquel Pawnshop, Inc. sa pagbibigay sa akin ng pagkataan na maging bahagi ng hindi malilimutang karanasang ito. //Arlene F. Caballegan



"Photos taken during DA5 VIP Business Partner Conference in Bohol last October 20-22, 2016."

CSR 2016: 10 YEARS OF BUILDING HOPE AND SHARING HAPPINESS TO THE YOUTH



Last December 3 and 4, 2016 the annual Corporate Social Responsibility (CSR) was held and it was extra special because it marked the 10th year of the activity. School beneficiaries were Lakawan, Mate and Pandakaki Elementary School from Tayabas, Quezon and Reymar Compound Elementary School from Brgy. Gulang-Gulang Lucena City. This year's theme was "Raquel Umbrella, panangga mo sa init man o ulan". During the activity, pupils had the opportunity to receive Raquel Umbrellas with additional loot bag giveaways containing candies and toys. Aside from the pupils, the school teachers and Brgy. Officials of the schools were able to receive Raquel Umbrellas.



During the program proper, pupils were all prepared and excited as they shared with everyone their talents throughout the intermission number. The program became even more entertaining especially for the pupils when Ate Raquel graced the activity. Everyone was smiling and enjoying the whole experience. It was a picture perfect moment for everyone.



The company's President and CEO-Ms. Raquelita R. Rafa, the Vice President for Operations-Mr. Ronaldo L. Raquel and the Vice President for General Services-Mr. Pablito L. Raquel graced the annual activity, shared inspirational messages to all the pupils and awarded another contribution of the company—wall fans for the classrooms. RPI employees, who actively participated in the event are more than willing to continue serving the community through these simple activities that bring hope and inspiration especially to the younger generation.



Children are, as what they say, the hope of our fatherland. And it is always a great feeling whenever we are able to contribute values and happy memories to these young people and help them realize more the importance of having big dreams and striving to make it happen. //

Cheyene D. Lopez



"Photos taken during CSR Activities held in Lakawan, Mate, Pandakaki and Reymar Compound Elementary School."





CHEERS FOR 30 YEARS: RPI CHRISTMAS 2016 AND 30TH FOUNDING ANNIVERSARY

Raquel Pawnshop, Inc. celebrated its Christmas party with the theme “Hawaiian” at Balai Sadyaya Resort, Sariaya, Quezon last December 18, 2016. The big event turned out to be extra special as Raquel Pawnshop also celebrated its 30th Founding Anniversary. Wearing colorful Hawaiian attire, over 259 employees from Luzon, Visayas, and Mindanao Area together with its affiliates namely Cita’s Textile, Reliance Lending Corporation, Cita and Rara’s Fashion and Wedding Shop, Celer Business Center, and VIVUS Security and Investigation Services, Inc. gathered to celebrate the ultimate party of the year.

Happy faces were everywhere as all employees received cash gift and minor raffle prizes during the registration. Since the party was themed Hawaiian, some employees line up and enjoy the henna tattoo for free.

The program started solemnly with the symbolic lighting of candle and prayer lead by Ms. Catherine V. Cornejo, Manager of IT Department and followed by the Welcome Remarks of the AVP for C & B/Accounting Manager, Ms. Charo G. Hernandez.

The company recognized the employees who rendered 10, 15, 20, and 30 years in service including the President and CEO, Ms. Raquelita Raquel- Rafa, 30 years in service. The occasion gave an opportunity for the Executives, the Management and Raquel Pawnshop Business Partners to recognize the branches and employees who hit the target, highest growth rate, high-volume of transaction, efficiency and excellent customer service. Long list of awardees was announced by Ms. Mary Grace S. Martinez of Marketing Department. It was also a surprise when Ms. Zandra Digan from Area 1 was awarded under the Finder’s Fee Program worth Php 10,000.00 cash.

As the program continued, Mr. Ronaldo L. Raquel – Vice President for Operations gave his inspirational message and recognition to the top branches and awardees for their exceptional performance. In addition, he gave a short insight of what to expect in the upcoming year.

One of the highlights of Christmas Party was the coronation of Mr. and Ms. Raquel 2016 as well as the Group Talent Presentation. The said pageant was participated by 5 male and 6 female RPI Employees. Mr. Etle Panaligan of Area 1 and Ms. Carmie Shiella Bue-no of AP Department were crowned as the Mr. and Ms. Raquel 2016. Participants from Head Office retained their title as the Grand Winner for the Group Talent



Ate Raquel graced the event with her irresistible dance moves.

Presentation which was followed by Area 1-2nd place, and AP and Audit Department - 3rd place. The winners were given cash prizes and consolation prizes for the other participants.

After the announcement of winners of the pageant and group talent presentation, a Ceremonial Toast was lead by the President and CEO, Ms. Raquelita R. Rafa who shared her wishes and hopes for the Company.

The most awaited moment was the announcement of Winners of the Major Raffle Prizes. Indeed, it was a very lucky day for Mr. Jhon Rey T. Coronacion of Area 2 as he was announced as the recipient of the Grand Prize worth Php 20,000.00 in cash. It was also a lucky day for Ms. Chelestie Nalla Q. Tion, all the way from Cagayan De Oro for winning the 2nd Major Raffle Prize amounting to PhP 15,000.00 and Mr. Edward M. Magbuhos, also from Area 2 who won the 3rd Major Raffle Prize worth PhP 10,000.00.

The party ended with the shower of coins courtesy of Raquel Patriarch and Matriarch, Mr. and Mrs. Reynaldo Raquel.

Congratulations to the committee for a successful event and to all the winners and awardees. Thank you to all RPI Employees and Affiliates, to Raquel Family, and to the generous sponsors for their support. Until our next big event **RAQUEL**istas! // **Lorel Anthonete B. Lustica**



Photo taken during the awarding of Customer Service Excellence (CSE)

LONGEVITY AWARDEES

Raquel Pawnshop, Inc. would have never gotten this far if not for the meaningful contributions of its industrious and inventive people. And now, we commend the following RPI Employees who are recognized for rendering untiring service for the company.

Let's join these outstanding employees as they share with all of us their inspiring insights, experiences and wishes.



FROM LEFT TO RIGHT:

(Longevity Awardees) Ms. Teresa S. Teorica, Ms. Rosecell C. Garcia, Mr. Rommel M. Jandusay, Ms. Hazel C. Estacio, Mr. Edward M. Magbuhos, Ms. Catherine V. Cornejo, (Raquel Patriarch) Mr. Reynaldo T. Raquel, (President and Longevity Awardee) Ms. Raquelita R. Rafa, (Raquel Matriarch) Mrs. Rosita L. Raquel, (Longevity Awardees) Ms. Diana R. Gumarang, Mr. Cris Gerald G. Mangubat, Ms. Mary Grace S. Martinez, Ms. Maria Carina G. Banta, Ms. Rochelle U. Lustado, Ms. Annabelle D. Caban, (Vice President for Operations) Mr. Ronaldo L. Raquel, (HR Manager) Ms. Maridel A. Merle, (Masters of Ceremony) Mr. Angelo Efrén G. Ngo and Ms. Via Mae U. Litan during RPI Christmas Party last December 18, 2016 held at Balai Sadyaya Resort in Sariaya, Quezon.

Mr. Joselito M. Martizano, GS Manager
 15 Years in Service

Nagpapasalamat po ako sa Raquel Pawnshop sa pagbibigay ng trabaho at patuloy na pagtitiwala sa akin. Sa loob ng labing limang taon ang Raquel Pawnshop na po ang naging pangalawang tahanan at naging pangalawang pamilya ko. Marami na pong naitulong ang Raquel Pawnshop sa aking pamilya ang kumpanya po ang naging daan upang maabot po namin ang mga pinapangarap namin sa buhay kaya lubos po ang pasasalamat ko at ng aking pamilya sa kumpanya. Marami din pong pagsubok ang dumating pero sa tulong at suporta ng mga katrabaho ay nalampasan din sanay maging mas matatag pa ako sa mga darating na pag subok sa mga susunod na taon. Muli po salamat po sa "15 years", salamat po sa pag tulong nyo sa lahat ng empleyado ng Raquel Pawnshop.

Ms. Maria Carina G. Banta, Appraiser
 15 Years in Service

Sa loob ng 15 years na pagtrabaho ko sa Raquel Pawnshop marami na rin pagsubok ang aking naranasan, pakikisama sa co-worker at pagharap sa customer subalit ito ay aking nalampasan dahil na rin siguro sa mahal ko ang aking trabaho. Nagpapasalamat ako sa Raquel Pawnshop sa patuloy pa rin nilang pagtitiwala at paniniwala sa aking kakayanan. Maraming salamat po muli sa Raquel Pawnshop, sa mga boss, co-worker at sa aking mga naging AC at salamat din sa aking natanggap na longevity.

Ms. Catherine V. Cornejo, IT Manager
 10 Years in Service

A decade. It's been an incredible ride. But the "you can-do" attitude has made positive difference. Thank you for the ten remarkable and fruitful years of warmth, friendship and support.

... from page 11

Mr. Edward M. Magbuhos, Focal Person
10 Years in Service

Ang bilis talagang lumipas ng panahon, sampung taon na pala ako dito sa Raquel Pawnshop. Parang kailan lang, pangarap ko lang ang magkaroon ng maayos na trabaho, pero ngayon nandito na ako patuloy na naglilingkod. Nagpapasalamat ako sa oportunidad at tiwalang binibigay sa akin upang maipakita ko ang aking kakayahan para makatulong sa ating kumpanya.

Sa aking pagtrabaho sa Raquel, iba't iba ang aking naranasan. Magandang karanasan man ito o hindi, ang importante ay natututo tayo sa mga ito. Ang tiwalang binigay sa atin ay huwag natin sisirain. Basta gawin lang natin ng tama ang ating trabaho, sigurado may magandang maidudulot ito.

Marami din akong dapat pasalamat sa sampung taon ko sa kumpanya. Una syempre ang Diyos na lagi gumagabay sa akin. Pangalawa ay sa ating kumpanya, hindi lang para sa mga biyaya kundi sa tiwala din na binibigay nila. Sa mga kaemployado ko na naging mga kaibigan ko na din. Sa pamilya ko na laging nakasuporta sa akin. At syempre sa asawa na aking inspirayon, na hindi ko din makikilala kung wala ako dito sa Raquel.

Umasa kayo na patuloy pa din ang pagbibigay ko ng matapat at magandang serbisyo, sa abot ng aking makakaya sa mga susunod pang mga taon.

Mr. Cris Gerald G. Mangubat,
Technical Support Staff
10 Years in Service

10 Years! Nagpapasalamat ako sa pamunuan ng RPI for continued support and trust. Looking forward for more years together.

Mr. Rommel M. Jandusay, IT Supervisor
10 Years in Service

Stay positive, work hard, make it happen. 10 years wasn't easy to pass nor to obtain, but if you have strong faith and goal nothing is impossible.. Thank You RPI Family.

Ms. Hazel C. Estacio, HR Supervisor
10 Years in Service

10 years of untiring services.

It is an honor to be part of Raquel Pawnshop, Inc. (RPI) Family. Thank you RPI for giving me a chance to be one of your employees and be part of the company, a company that cares for its employees as well as their families and the people in the community.

I am proud to be part of the Human Resources Department. I learned a lot through all the people that I encountered every day. There is no easy job but if you are committed to your job, nothing is impossible. Your hard work will be rewarded in God's perfect time.

Happy 30th Founding Anniversary RPI!
Let's cheers for more years of success! God Bless us always.

Ms. Mary Grace S. Martinez, Asst. Manager-Marketing
10 Years in Service

"Feeling gratitude and not expressing it is like wrapping a present and not giving it." - William Arthur Ward

Indeed, so I will never get tired of thanking Raquel Pawnshop especially to all my Bosses for all the opportunities that they have given and for believing in me; and to my colleagues who have been part of my training since day one. Wishing for another ten wonderful years with you "Ate Raquel", I hope I'll be able to contribute the best of my knowledge and skills in achieving the vision/mission of the company.

Thank you from the bottom of my heart. I'm proud to say I'm a **LOYAL Raquelista** ! :-)

Ms. Diana R. Gumarang, Focal Person
10 Years in Service

It's been an honor to be in service for 10 years now and I sincerely want to give my deepest gratitude to Raquel Pawnshop for trusting and supporting me during these years. I would like to thank my co-workers, who have made my life interesting and enjoyable. I dedicate this honor to my family and to our God almighty as my source of strength.

Being able to be of great service to the company for a very long time takes an individual's commitment, passion and courage of conviction. The Management is looking forward for more years working with you and witnessing your valuable contributions to the company.

Congratulations and keep up the good work! // **Maria Luisa M. Adoreno**

DAILY ETHICS: ELEVATOR

Sa mabilis na pag usad ng teknolohiya ngayon, marahil ay siyam sa sampung tao ang nakasakay na sa elevator. Ang mga malalaking establisimiyento tulad ng *mall*, *hotel* at mga pribadong opisina ay mayroon ng elevator. Bilang isang normal na empleyado na naninirahan sa isang siyudad, hayaan n'yong ibahagi ko ang mga na-observehan ko sa pagsakay sa isang elevator at ang mga aral na kalakip nito na maaari kong ibahagi upang maging kasiya-siya ang pagsakay natin sa elevator.

1. **Para sa mga first timers**
Sa kanan ka tumayo at hintayin na makababa ang mga gustong bumaba bago ka pumasok.
2. **Pagbabago ng air pressure**
Kung napapansin mo na parang ikaw ay nabibingi sa pagtaas ng palapag, ito ay normal lamang. Ito ay tinatawag na pagbabago ng *air pressure*, sa pagtaas ng palapag ay pagtaas ng tyansa na maranasan mo ito. Kung ang tungo mo ay sa pinaka tuktok pa ng gusali, magbaon ng bubblegum dahil makakatulong ito na maibsan ang iyong mararanasan.
3. **Lahat may limitasyon**
Kahit sa *elevator* meron din - may *weight limit* na tinatawag. Kapag nakita mong hindi ka na kasya, huwag na ipagsiksikan ang sarili. Puwede sa kabilang *elevator* o hintayin mo bumalik ang *elevator* na nangiwan sa iyo.
4. **Iwasan na gumawa ng mga personal na bagay**
Isang halimbawa ay pag-aayos ng sarili at pag pupusit ng pabango. Maliit at kulong na espasyo ang isang *elevator* at maaaring madaming maapektuhan na tao dahil lang sa pagpapaganda o pagpapagwapo mo. May tamang lugar at panahon ang lahat ng bagay.
5. **Maging matulungin at magalang**
Maging ito ay sa matatanda, sa may mga kapansanan o sa mga nagdadalang-tao. Kahit walang nakalagay na sticker para sa mga PWD, paunahin pa rin sila at bigyan ng respeto at espasyo.
6. **Para sa mga elevator na salamin ang mga dingding**, iwasan ang makipagtitigan. Hindi lahat ng tao ay natutuwa sa ganun at baka ito ay pag-simulan pa ng away.
7. **Kung kasama ang mga kaibigan o kasintahan**
Iwasan na sa loob pa ng *elevator* isiwalat ang kwento kung paano ka kinindatan ng *crush* mo o pag-awayan ang isang *post* sa *Facebook* ng iyong kasintahan. Wala sa sinehan ang mga pasahero ng *elevator* para masaksihan nila ang *drama* ng buhay mo.

8. **Kapag nakita mo na pasara na ang pinto ng elevator**
Huwag mo na tangkain na humabol pa at ihara pa ang sarili mo o kamay mo. May mga bagay na puwede natin isangga pero hindi ang katawan. Masasaktan ka lang. Pakisuyo, 'wag na ipilit ang hindi dapat.
9. **Madalang na ngayon ang mga lalaking maginoo**
Simulan ang pagbabago sa sarili, paunahin ang mga kababaihan, maging bata man ito o dalaga, malay mo s'ya na pala ang tadhana na hinihintay mo.
10. **Kung may pila, huwag mandaya sa pila**
Huwag magpanggap na kakilala mo ang nakapila sa unahan para lang mauna ka sa pila. Matutong maghintay. Hindi lahat nadadaan sa mabilisan.
11. **Pigilan ang pinto para sa iba**
Kung maluwag pa naman at kaya mo pa pigilan ang pagsara ng pinto, pindutin ang *Open Door Button*, para makasakay ang iba.
12. **Ang "One-floor-ride"**
Tandaan na minsan maganda pa rin gamitin ang hagdanan. Isang palapag lang naman hindi na kailangan na gamitin ang elevator kung wala ka namang madaming dala. Merong hagdan na maari ding makatulong bilang ehersisyo ang pag akyat nito. Mahihirapan ka at pagpapawisan pero mas maganda kung pinag hihirapan ang isang bagay.
13. **Elevator Attendant**
Higit sa lahat, 'wag kalimutang magpasalamat sa *elevator attendant*. Hindi man lahat ng elevator ay may ganito, pero kung makakaginhawa sa pakiramdam niya ito, bakit mo naman ipagdadamo pa ang isang matamis na ngiti at isang *sincere* na pasasalamat, 'di ba?
Ito ay mga simpleng paalala na kayang kaya nating magawa. Maliit man ang isang elevator, marami ring iba't ibang klase ng tao ang makakasalamuha natin dito. Maging gabay sana ito sa kasiya-siya nating pagsakay.

Tara na, sakay tayo sa elevator! //Ana Chemelyn P. Naz



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Auction Schedule	Expiration Date	Auction Schedule	Expiration Date
January 14-15	November 2016	January 14-15	December 2016
February 13-15	December 2016	February 13-15	January 2017
March 14-15	January 2017	March 14-15	February 2017
April 14-16	February 2017	April 14-16	March 2017
May 15-16	March 2017	May 15-16	April 2017
June 14-15	April 2017	June 14-15	May 2017
July 14-15	May 2017	July 14-15	June 2017
August 14-15	June 2017	August 14-15	July 2017
September 14-15	July 2017	September 14-15	August 2017
October 14-15	August 2017	October 14-15	September 2017
November 14-15	September 2017	November 14-15	October 2017
December 14-16	October 2017	December 14-16	November 2017

Main Showroom - 129 Merchan Street, Brgy. 6, Lucena City
Quezon Avenue Showroom - Quezon Avenue, Brgy. 7, Lucena City
Zamora Showroom - 51 Zamora Street, Brgy. 6, Lucena City

Merchan Showroom - 142 Merchan Street, Brgy. 6, Lucena City
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UNLEASH THE SUPERHERO IN YOU

Famous, powerful, invincible and an inspiration to everyone – these are just some of the characteristics of what we consider the greatest creations ever lived. We call them HEROES. These fictional characters that blew our minds with their incredible ability to save the community, their irresistible charm, and even their over-the-top costumes make them somewhat unreachable. This has become sensational that people specifically the youngsters aspire to become one someday. Unfortunately, if mentioned will be the standards of a hero for everyone then nobody will qualify even for an amateur.

Luckily for us, in the real world, we don't need to be extra powerful and extra charming to qualify as heroes. We don't need to save the whole world and beat all the villains for us to be exceptional. We only need ourselves to become one. You are a hero. We are heroes in our own rights.

But how? Let's start exploring. To infinity and beyond!

1. **Get involved** – Surely, we know heroes by their names and we see their photos being published in social media showing good deeds accomplished by heroes alone. But in most stories that was never the case. If we try looking beyond, we can notice something common among them. There were people who stood behind and helped in saving the world. In reality, it's the same. We may not have the highest powers to implement policies; initiate group discussions or even speak in front of a whole bunch of people and make them listen to you; we still can make a difference. We can if we get involved. Little things like being updated with current events and following street signs-these can make a big difference. You start with yourself.
2. **Start with yourself** – As what Mahatma Gandhi once said, "Be the change you want to see in the world." Heroes were ordinary people who had extraordinary dreams for the world to see. They started making a difference within themselves. Just like our favorite superheroes, you must walk the talk.
3. **Be the best you**– It doesn't mean striving to be the most perfect being ever lived. It rather means trying to come up with the best version of you every day. It won't be easy especially if you can't apply statement #4 to yourself.
4. **Acknowledge your imperfections and embrace your uniqueness** - We are perfectly imperfect. It takes a lot of courage to acknowledge what seems to be lacking in us and eventually accept and use it to stand out. Remember: Never strive to be the second version of someone else. Strive to be the first version of yourself.
5. **Be kind and maintain a positive attitude** – A true hero is a source of hope and kindness. His drive to achieve something is at an extraordinary level. He is full of enthusiasm, as he serves as confidante to his fellows.

We may not be conscious about it but each one of us has experienced dreaming of living an extraordinary way of life - like the ones lived by superheroes. But in reality, there is more to life than this. We may not own a cape or possess superpowers but we have ourselves to initiate a difference in the world and contribute in making it a better place.

Unleash the hero in you. And remember, a pinch of goodness can go a long way if we do it with an open mind and a kind heart.

Be awesome every day, Raquelistas! // **Leo L. Pabellano and Maria Luisa M. Adoreno**

RAQUEL PAWNSHOP

Vision:

By 2018, Raquel Pawnshop, Inc., will be a best model of Excellence and Productivity, capitalizing on professional competencies and our core values that will make us a company of choice.

Mission:

We provide superior quality products and services that will improve the lives of our customers. Consequently, we will be rewarded with their continued patronage, reasonable profits and best value for our shareholders, enabling us to contribute to the prosperity of our people, and our surrounding communities.

Core Values:

- Customer Service Excellence
- Integrity
- Positive Attitude
- Loyalty
- Malasakit
- Bayanihan

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Writers

Raquel Pawnshop INSIDER is the official publication of Raquel Pawnshop, Inc. published semi-annually for its members and for the general public. Please feel free to send your comments and/or suggestions to 168 Quezon Avenue, Lucena City or visit our website at www.raquelpawnshop.com

Phone No.: (042) 719-1417

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