



RPI INSIDER

"Kaagapay sa Oras ng Pangangailangan"

THE OFFICIAL PUBLICATION OF RAQUEL PAWNSHOP INC.

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VISION:

RPI Insider is the most effective instrument where the company, employees and customers can communicate.

MISSION:

RPI 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 motto, "Kaagapay sa Oras ng Pangangailangan"

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RAQUEL PAWNSHOP, INC.

Doubles its Branch by more than 100%

BY: MELVIN P. DE SILVA

Before the second quarter of 2007 ended, branches of Raquel Pawnshop, Inc were increased by more than 100%. From the humble number of few existing branches which are located in most part of Quezon and Laguna, it had

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(Left) RPI mascot, Ate Raquel, together with other Raquel Employees as she distributes fans and flyers in one of the openings in Metro Manila. (Right) One of the newly-opened branches in Rizal - Tanay Branch.

Exemplary Branch Award Unveils

BY: MELROSE NADRES

December 16, 2006- Raquel Pawnshop Inc., together with the Cita's Dry Goods Store celebrated its annual

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RPI Goes Online

BY: MELVIN P. DE SILVA

The IT department officially opened the RPI website early April 2007. This site is functional through world wide web,

wherein all customers and consumers all over the world could have an easy and convenient access.

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EDITORIAL:

Challenge of a Neophyte

Yes! I am a neophyte, newbie, beginner, or whatever you want to address me, and that's exactly what I am. I am new in the world of business, and I have no experience yet, and probably I am just a single centipede when it compares on how many years you stayed in this company. But hey! Can I have a little part of your time to read this article, and tell me if I'm wrong? After all, it's just an idea of a neophyte.

... Let the wise listen and add to their learning...

Probably, or should I say definitely, many of us are asking or even wondering what will happen to us if we will stay in this company for a period of years? Are we a lifetime sales clerk? Appraiser? Vault Custodian? Well, the answers are exactly within our hands, because the final forming of our character lies with our own hands.

Giftng without growth produces nothing, Albert Schweitzer said. "The secret of success is to go through life as a person who never gets used up." But how do we do that? The answer lies on how we approach talent. These talents are not the talent per se, these are the exemplary abilities that we possess. All of us have an extraordinary ability to apply in our job; we must show our own initiative to help one another to give our company a success. But if we used our talent a bit but never sharpen it, we're headed for trouble because nobody's that talented. But if we take time to sharpen our axe, the responsible person can call on us at a moment's notice.

Growth stops us festering. Maybe, many of us feel stuck in our life like its going nowhere? We don't get unstuck by making changes, looking for transformation and giving our best suit to our job as possible as we can. The truth is nobody's keeping us down but ourselves. The lid in our life is our own self! In order to do more, we've got to grow more. So if we are serious about getting unstuck, stop looking for quick fixes, take a long hard look at ourselves, accept responsibility for what we see, then commit ourselves to doing something about it.

Usually it's only when we're forced to change that we discover we can. That's because we're more comfortable with old problems than trying out new solutions. The saying goes "there's a first time for everything", but if you don't believe and live like it, you'll never see anything done, and nothing will change.

Continuous improvement guarantees success! If we will not work on improving ourselves every day, that could be our fate. We'll be stuck in the same place, doing the same things, hoping the same hopes, but never actually getting anywhere or developing. So commit ourselves to growth. Who knows we're the next in line! Or should I say, we are already in line?

MESSAGE FROM THE BOARD

In our fast paced work culture in a globalized economy, quality and productivity are two of the focuses of every business unit to remain competitive. Change, despite taking us out of our comfort zones and entailing new risks, is always welcome when it is for the better. This is a time of exciting change and opportunity for Raquel Pawnshop, Inc. (RPI). We have put up several branches in Cavite, Laguna, Batangas, Rizal, Quezon, and Metro Manila just to cater the needs of our clients. Twenty one years have proven our competence and indeed an achievement!

In response to this renewed commitment, RPI has likewise moved on a step – by – step journey towards organizational effectiveness for the coming years. RPI's strategic plan to achieve efficient, effective program and services through innovation are ever on the lookout for creative and innovative solutions that will support our growth as an organization.

Another first in RPI is the launching of the first issue of "RPI Insider". It is another accomplishment, which we will be proud of. To collect the top employees under one roof is already a towering achievement, but to make them share their expertise, I'd say that it's a great achievement indeed. In reviewing the past, I could not help but catch my breath at the growing of this endeavor. It gets bigger every time I think about it.

We are not lacking in motivation as proven by the large number of branches we have now. I will always remember that you and the rest of RPI started the ball rolling.

Thank you once again.

RPI PRESIDENT





RPI Marketing Team Unlocks the Marketing Code

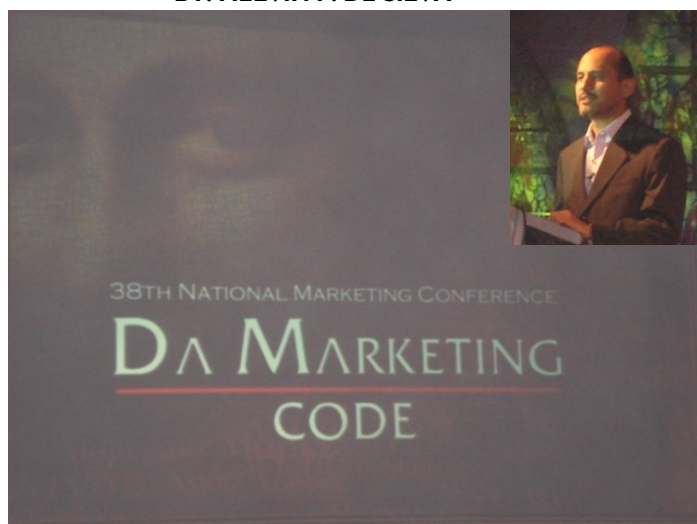
BY: MELVIN P. DE SILVA

"Conquering the Landscape by Unlocking the Da Vinci Spirit to all of us" The code of the concluded conference.

Philippine Marketing Association (PMA) launched their 38th National Marketing Conference in Sofitel Philippine Plaza, Pasay City last May 23-24, 2007. More than 850 marketing professionals across the country joined the said conference.

The RPI Marketing Team participated in this seasoned conference. Armed with their enthusiasm, they took two days focus on unlocking the key core marketing aspects that may fit the company, likewise conceptualizing the trends that affect many businesses today.

The speakers include Publicis Manila's Chairman and Chief Executive officer Mateo Villanueva, who discussed about "How Advertising agencies are addressing the challenges of specialist marketing communication companies;" Samsung Philippines' Cheil Country Representative Pen Roque



The Philippine Marketing Association conference theme for this year
Inset: Mr. Barney Loehnis, Licensing Director of ISOBAR-Hongkong

"Lessons learned on the road to becoming a global brand;" Brandlab's Director for Consumer Anthropology, Gayia Beyer, who helped the participants in "Understanding the Filipino Shopping Code in Metro Manila;" The Nielsen Company's President for Asia Pacific Niles Jr., who discussed

"Understanding the Consumer generated Media;" Philippine Daily Inquirer's Executive Vice President and Chief Operating David Valdes, who discussed "The power of Print through Convergence;" and ISOBAR Hongkong's Licensing Director for Asia Pacific Barney Loehnis.

"We organize events like this to help marketers keep themselves grounded on Marketing trends", the PMA President, Ricky Alegre said in his welcome speech. "The PMA advocates marketing excellence, which is why we constantly provide venues where we can learn more and subsequently enhance the quality of our work."

All attendees were urged to sit back and challenged to unlock the hidden code that all marketers can bring back to the marketing field, not only to bring home a new car but also to achieve marketing success that will eventually form part of the future Marketing Code.

RPI Marketing team found out that it is not just a gathering of marketing professionals from across the country, but it also highlighted the importance of always targeting marketing excellence in all the endeavors of the company.

HRM Marches to QC's Mega Job Fair

BY: HAZEL C. CABALLES

RPI Human Resource Management (HRM) participated in a Mega Job Fair last May 25, 2007 at Quezon City Hall Ground. The one-day job fair was sponsored by Quezon City's Public Employment Service Office (PESO) headed by Mr. Ignacio Santos Diaz, Jr., PESO Manager - Quezon City. The said activity was participated by more than 40 local and inter

-national companies.

Conducting on-the-spot preliminary tests and interviews and offering regular positions, HRM personnel, Ms. Richelle, Ms. Hazel and Mr. RJ screened a handful of aspiring applicants.

Aside from a wide streamer and printed ads posted within the vicinity of the venue, HRM also distributed flyers.



HRM at work. Ms Hazel (far left) as she conducts screening tests; Ms Richelle (extreme right) doing the preliminary interview during the QC's Mega Job Fair.



HRM Troops to UP Diliman

BY: RICHELLE T. ROJAS

The Center for Labor Education, Advocacy Research and Development, Inc. (CLEARED) held a seminar-workshop last April 25-27, 2007 at School of Labor and Industrial Relations (SOLAIR) UP Diliman, Quezon City. The three-day seminar focused on the importance of recruitment as the entry to any organizations' success or failure, thus it is entitled "Effective Recruitment, Selection and Placement".

Dr. Virgel C. Bingham, overall chairman of the seminar-workshop, welcomed the participants and gave an overview of Human Resource Management. Other speakers were Mr. Matt Lester Matel, Manager of Jobstreet.com; Ms. Lorna Umali, HR Consultant of Philippine National Red Cross; and Atty.

Atty. Jonathan Sale.

Among the best topics were recruiting job applicants (steps and techniques), formulating job description, interviewing – competency based and behavioral event, and certain legal matters concerning employment and employee-employer relations. Certain workshops and group works coupled with energizers comprised the whole program.

The said event was participated by more than forty HR practitioners from local and international organizations and companies. Raquel Pawnshop, Inc is the only pawnshop from Luzon that participated, duly represented by Ms. Hazel C. Caballes and Ms. Richelle T. Rojas.

Exemplary Branch....from page 1

Christmas Party at Eastern Cuisine Lucena City. All employees of Raquel Pawnshop from different towns and cities of Quezon and Laguna gathered in this special season.

Applauded with much joy and thanks, Mr. Pablito Raquel, the Chief Executive Officer rendered his opening remarks and was followed by a production number from the Head Office staff. Exciting contests followed where two employees from the Accounting Department bagged the award in the prestigious "Search for Mr. and Ms. Raquel Sweethearts '07 – Mr. Melvin de Silva and Ms. Blezy Argulla – Atienza, running away with cash prize, sash and a trophy. A group dance competition brought the house down where the best performers from the different branches and areas collaborated and teamed up to compete. The group from the Head Office was declared as champion.

This year's celebration is different from the typical Christmas Party of the company, because RPI gave tribute to its branch performing extraordinary. This is the first award that the RPI launched, the "EXEMPLARY BRANCH AWARD."

All Branches were rated based on the branch efficiency rate, hitting the target income, good findings from the Audit Department, zero-fake acceptance, good housekeeping, compliance to the company policies and performance evaluation from Marketing Department.

After seeing the potentials, Main, Calauan, Atimonan, Infanta and Tiaong Branch made it to be the TOP 5 EXEMPLARY BRANCH AWARDEES. "We didn't expect this award, thank you to the top Management", an employee from the awarded branch said. The message from the Chairman of the Board Mr. Reynaldo Raquel ended the program.



Some of the participants in the two-day seminar-workshop at SOLAIR UP Diliman,

Raquel Pawnshop....from page 1

doubled its branches. These newly opened branches are strategically positioned in the busy towns and cities of Luzon particularly in Cavite, Rizal, Batangas and Metro Manila.

Aside from gaining more market share in the pawning industry, the expansion effort provide more employment opportunities.

Related News:

Metro Manila Meets

Ate Raquel

BY: EDWAR MAGBUHOS

With her green checkered skirt and embroidered coat, Ate Raquel appeared in Metro Manila, last March 17, 2007 at the opening of Raquel Pawnshop Inc., - Muntinlupa Branch. Accompanied by the companies' jingles. Ate Raquel wholeheartedly gave tire cover, fan, and other give away items and also distributed free snacks.

She also appeared in the opening of Parañaque Branch and Las Piñas Branch last March 20 and March 23 respectively.

RPI Joins Lipa City's Float Parade

Raquel Pawnshop Inc, LIPA City Branch as part of the Grand Opening joined the Lipa city's float parade, last January 20, 2007. Being the highlight of the city's fiesta celebration, RPI saw this event as a great venue for promotion and advertisement.

There were 62 floats from different public and private institution that joined the said parade.

Penetrating CALABARZON

BY: VIVIAN ORTIZ

First quarter of 2007 - Raquel Pawnshop Inc., opened eight branches within the limits of CALABARZON AREA (Cavite, Laguna, Batangas, Rizal, Quezon). Lipa City Branch was opened last January 18. Carmona Branch was opened last January 25, and GMA Branch, last January 26. One week After, Calamba City Branch and Tanauan City Branch were also opened.

After a month, Binangonan Branch and Tanay Branch, both in Rizal Province started its operation last March 1 and 2, respectively. On the same month, RPI continually bolstered its expansion when Alaminos Branch opened last March 7, 2007



Paint the Valentine Red

BY: MELVIN P. DESILVA

Raquel Pawnshop Inc., being a dynamic pawnshop company is continually finding its way to promote its products and services. Seeing a prospective venue, it extends its arm in sponsoring different institutions both private and public.

As part of the Romance and Love month celebration here in the Philippines, Raquel Pawnshop Inc., sponsored the major event of Tonton's Bacolod Chicken Grill, featuring Cooky Chua of Color it Red last February 10, 2007.

In return, we appeared on the leaflets, tarpaulins, streamers, and other promotional materials of the said concert. We also posted our own tarpaulin and streamer within the vicinity of the bar.

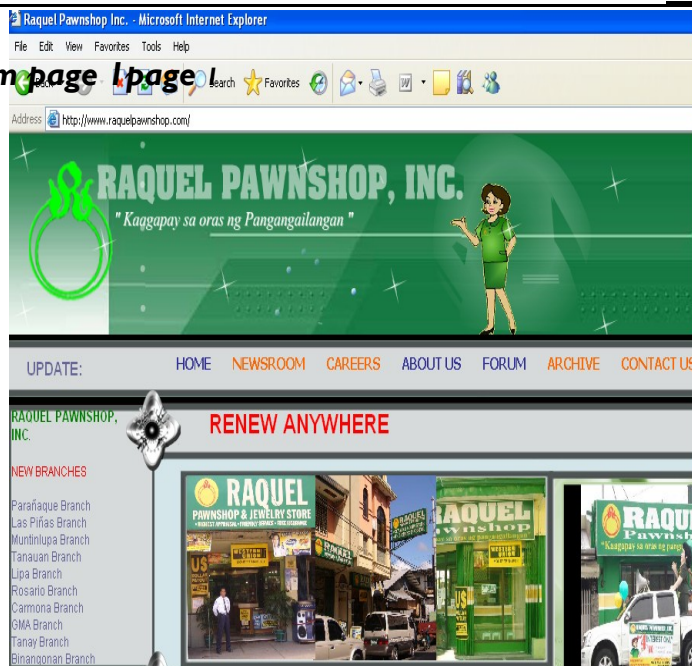
RPI Goes....from page 1 page 1

This website contains latest news and updates about the company. It also gives information about the company products and services. It also posts job vacancies and opportunities for all the jobseekers.

The website serves as a bridge in reaching the needs of all the customers which are continually increasing in volume.

In the same vein this site gives the company a potential to be more competitive, because it is now easy to reach the segment of market throughout the country and even all over the world. For the details and other information about the site, feel free to visit and browse

www.raquelpawnshop.com



Raquel Pawnshop, Inc. Web Page— one of the projects of the IT DEPT. Through this web site, the employees and the customers as well can have an instant access to the company.

RPI Reaches the Youth

BY: MELVIN P. DESILVA

Centerstage and Viewers Reflection Production- a group of young, talented and hopeful individual in Lucban, Quezon conducted a theatrical presentation. These were "DILIM SA HULING ARAW" a drama about the last day of a writer inflicted by cancer and "NAGMAMADALING NAPATALI" a comedy play about teenage couples troubled by early marriage and child rearing. It was held last January 25, 26, and 27, 2007 at Cursillo House, Roman Catholic Compound Lucban, Quezon.

Best exemplified by the company's mission we are not only providing people an opportunity to improve quality of life but we also provide them capability to enhance their skills and seize every opportunity for their future. And as we aim to have a social arm in the near future, we are helping this kind of activity. In fact, we sponsored the said play.

This production is very active in area of culture not only to entertain but also to educate the audience. They are now in its 5th year of continuous



(Above) The leading characters in one of their most remembered scenes; (Right) The young crowd as they swarmed to witness the event.

production of original stage plays for the youth of Lucban. It serves as a guide and inspiration in the community. It also stands as a training ground for the youth to become better individuals in the future.

Raquel Pawnshop Inc., became the major part of the realization not only of the play of Centerstage production but also for some of the out-of-school youth in Lucban. Most of the members of this organization do not go to school because of financial reason. And in this very simple way our company could extend our help and could even reach those youth.





METAMORPHOSIS: *Phases of Transformation*

"There is no permanent thing on earth yet changes do occur." This passage is somewhat a cliché. Thousands of people say it, billions of mouth attest it, and surely, even you believes in it.

Flowers bloom then wither and fall. Seeds sprout and plants spring on the ground. Perhaps, you will find it as very simple cycle of changes yet a complete one.

Absolutely, we are in the process of transformation, and it is a great step towards a unique and extraordinary Raquel Pawnshop Inc.

It is visibly noticed that our company is seriously creating a massive transformation. From traditional pawning, renewing, and redeeming pawnshop system, it is now armed with a complete gadget of technology. Computerization, that is, the end solution.

Transformation. Evolution. Change Undergoes a process, Painful yet a beautiful process. Living Things are condemned to grow.

BY: MELVIN P. DESILVA

metamorphosis

Transformation. Evolution. Change undergoes a process, Painful yet a beautiful process. Living things are condemned to grow. When the ugly duckling turns into a beautiful swan.

Simple, yet a complete example of metamorphosis; an ugly duckling turning into a beautiful swan.

have an access to the information that would have taken us days if we were going to search it from books.

In our case, it would take us time to search for important documents, files, etc., if we still adopt the "mano-mano system", that is, the manual operation. As

Existence of the Pawnshop Matrix System enable fast and accurate transaction.

our company is continually fulfilling its commitment to progress, we should be shielded by the latest trend in technology. We must be aware of the dominating factor in the industry. And we must be fully equipped with the new system.

Coming from the Old and Musty Pages of pawn tickets, journal books and other important papers to a newly systematic, computerized and internet based system. It is now very easy to access data which are stored in the computer.

The existence of the Pawnshop Matrix System enable

fast and accurate transaction. Effectivity and efficiency

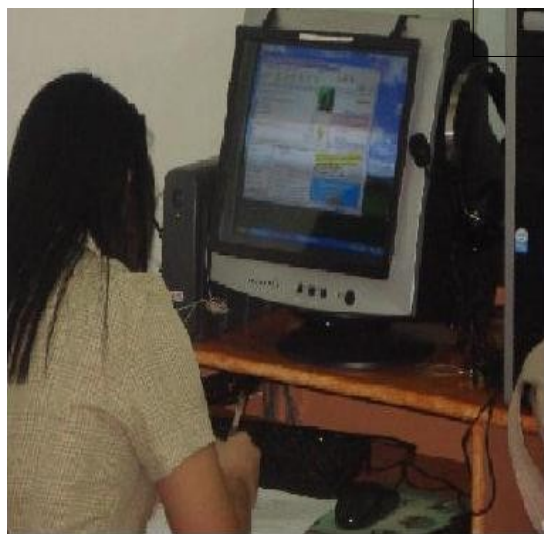
increase whereby gaining the trust and loyalty of every customer.

"From old and musty pawn ticket, books and other papers"

Adopting the latest trend in technology is really a bold step of our company, since we are continually expanding and it is an exciting action in meeting the needs of our increasing number of customers. On the other hand, we can now compete with those major players in the industry of pawning and remittances

Computerization indeed brings great breakthrough to our company. And surely we're leading the right path, doing the right thing and taking the best action.

Everyone's best friend- computer. We are all astonished of what computer can do, and we are all fascinated of what internet can give. In just a matter of seconds we could





Feature RPI TRAINING

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ACADEMY:

A better beginning BY: MELVIN P. DESILVA

"Unbeatable Edge"- words from one the Academy Scholars -this two word phrase best describes the RPI Training Academy.

Our company encourages continuous learning and improvements of skills, knowledge and attitude through trainings and workshops, thus, RPI Training Academy is a dream come true. It is a bold step in producing individuals who will render excellent and quality service which has always been the main thrust of Raquel Pawnshop Inc.

Academy focuses on the designed programs and learning that the scholars should acquire with regards to pawnshop operation. It also caters to personality development, making scholars confident enough in attending to their customers, and in boosting their capability in decision making.

The Academy also gives emphasis on teamwork, since it is one of the most important value of our company.



Dual Learning- The Scholars with their mentor Ms Jen, during their Matrix System discussion, both theoretical and actual.

Indeed, the idea of putting up an academy came up to answer the company's need for additional competent employees. Currently, it has produced a handful of high quality employees, now equipped with different skills and knowledge necessary for the operation of the pawnshop, and still continuing to pursue its objective.

"We are happy to have this Academy. It helps us (HR Management) provide new but proficient employees to Operations and existing employees can be upskilled as well" a note from our very own Vice President for Management Services and HR Head.

"It's a pleasure to be a scholar here, the learning is quite cool – theoretical and actual simultaneously" one of the scholars from Batch 1 confided.



Face to Face- The RPI 2nd Batch of Scholars as they are intensively doing their training at the Training Academy, face to face with the computer.



Scholars at work - busy with their practical test in jewelry appraising module.

Scholars' Testimony

In our first day, we felt a mixed emotions- nervousness anxiety and excitement. We were nervous because we didn't know each other personally, since we came from different places. We also had fear in our own capacity on how to be a fruitful individual, to be a good product of the Training Academy after. At the same time, we're all excited on what activities we're going to do, and who will be conducting it. Curiosity on who would be our mentor(s)/trainer(s) concerned us. Until, Mr. Monico Cornejo Jr. introduced himself as one of our mentors and he conducted the orientation proper.

Sir RJ likes to say... "expect great things and all great things will happen". Indeed, we proved it! Because in our two month stay in the Academy, we've learned a lot of great things; knowledge regarding pawnshop operations and how to execute it properly. Out of know-how, we are now armed with the knowledge in appraising jewelries.

The Academy also taught us on how to attend to the customer properly, it developed our customer service capability, and it actually enhanced our self confidence.

2nd Batch of Scholars



DITO PA RIN AKO SA RAQUEL

"Kaagapay sa oras ng Pangangailangan."

BY: MELVIN P. DESILVA

Maraming taon na ang lumipas, **PAGBABAGO**, ang siyang tunay na kaakibat ng lahat. Anu nga ba ang tunay na dahilan kung bakit ang Raquel Pawnshop ay patuloy na lumililok ng mga pagbabago?

Para sa inyo ito mga suki!

Ito ang mga kataga na mala-larawan sa pinakabago at kauna-unahang "RPI Greencard".

Dahil sa kagandahang loob ni Ate Raquel, patuloy siyang umiisip ng mga bagay na makabubuti para sa kanyang mga customer. At dahil dito, inilunsad niya ang RPI Greencard upang magkaroon ng discount ang mga customer sa tuwinang sila mag-rereneew at tutubos. Bawat interest na ibabayad ay mayroong katumbas na puntos. At ang mga puntos na ito ay

sad sa buong bansa sa industriya ng pagsasanla at mapalad ang Raquel Pawnshop dito. Tunay na kapansin pansin ang pagiging innovative ng Raquel Pawnshop sa ganitong mga larangan. Kaya saan ka pa?

The edge is here!

You can now renew anywhere.

An exciting proposition has come our way, and truly a lot of growth potentials are moving forward. The unveiling of Pawnshop Matrix System and computerization system of our company, is indeed, created a tremendous impact in our day to day transaction. It is a complete package of integrated electronic system, in other words, it is an end to end technology solution: from hardware to software. In fact, we created our very own system, we're the only pawnshop which offers RENEW ANYWHERE.

Tunay na walang katulad at kapantay!

Isa na namang serbisyo ang ipinakilala ng Raquel Pawnshop, Inc. sa masa, ito ay ang **"RENEW ANYWHERE."** Muli, ang Raquel Pawnshop, Inc. ang siyang kaunaunahang pawn-

shop na naglunsad ng ganitong serbisyo.

Ngayon, maaari ng mag-renew ang bawat customer sa mga lugar kung saan matatagpuan ang Raquel Pawnshop, Inc. Mas pinadali, pinaayos

at pinabilis ang serbisyo.

Seguradong Makakarating ang Pera mo!

Dahil patuloy na iniisip ng Raquel Pawnshop, Inc. ang mga serbisyo na makapagbibigay kasiyahan sa mga customer, sinimulan nito na makipag tie-up sa mga international company. Isa na rito ang pakikipag ugnayan sa Western Union, kilala bilang pinakamalaking kompanya sa industriya ng money transfer. Samakatuwid, nakakasiguro ka sa perang iyong ipadadala saan mang panig ng mundo.

Kaligtasan nyo ay hangad namin!

Pinahahalagahan ng Raquel Pawnshop hindi lamang ang kasiguraduhan ng inyong mga alahas, gayundin ang kaligtasan ng bawat customer. Kaya, nakipagugnayan ang Raquel Pawnshop sa pinakakilala, at nangungunang Insurance company sa buong mundo.

Layunin ng Raquel Pawnshop na magkaroon ng kasiguruhan ang bawat customer sa mga posibleng sakuna sa kapaligiran. Gayundin, ang makapaglaan ng murang Insurance Plan para sa mga suki nito.

Tunay at talagang "Kaagapay sa Oras ng Pangangailangan" ang Raquel Pawnshop. Inuuna ang makabubuti sa bawat customer.

Marami pang taon ang daraan, marami ring pagbabago ang dadatal. Gayunpaman, sa bawat pagunlad at tagumpay, kaakibat nito ay ang pag-

RAQUEL PAWNSHOP, INC.
"Kaagapay sa oras ng pangangailangan"

MABILIS ang padala ng pera mo, dahil LAGING ONLINE dito!

RENEW ANYWHERE

SANGLA PADALA THRU WESTERN UNION®

maaaring ibawas sa kabuuan na pagbayaran ng customer sa susunod na siya ay bumisita sa Raquel upang magrenew o tumubos.

Ang RPI Greencard ang kaunaunahang discount card na nailun-



Behind the Seats: An Interview with the Boss

BY: RJ CORNEJO

RPI Insider was given a chance to have an interview with the senior officers of Raquel Panwhshop, Inc. From the President to the Auction Head. At work, they are the ones calling the shots. Let's find out who they are behind the seats.

Correspondents' Note:

It's quite a tough job having this interview. Since each one of them is very busy, the chance of having them at the same time is very rare. Phone rings, cell phone beeps, documents for signature and knocks on the closed door is just some of the "minor" interruptions. Nevertheless, due to the persistence of the correspondents, this interview was made possible.

RPI Insider: What's your typical day?

Boss Pobby: Ako nag woworkout sa bahay, watching dvd;

Boss Onald: Golf and gulp, manood ng dvd, heroes and 24 [series];

Ma'am Kletchie: All of the above, bonding with my kids, Taebo, browsing the email;

Ma'am Rara: I do biking and badminton, watching TV

Ma'am Elda: Nasa bahay lang, may batang kalaro, or kausap ang mga anak, or nasa computer, minsan kumakain din sa labas.

"Time management, my first priority is my family, then my work, and others."

RPI Insider How do you manage family and work?

Boss Pobby: 60% family, 40% work, family first....

Boss Onald: It's a matter of prioritizing.. do'n papasok ang time management

Ma'am Kletchie: Time management [My first priority is my family, then my work, and others.]

Ma'am Rara: Yon na lang din, time management.

Ma'am Elda: By day, nasa work, by night nasa bahay, once in a month, may time din sa friends.

RPI Insider One thing that you can't live without?

Boss Pobby: My cellphone....

Boss Onald: My wallet

Ma'am Kletchie: My bag [nandoon wallet at cellphone ko]

Ma'am Rara: Cellphone [ako nauna...] Pedo bang kasama rosary...

Ma'am Elda: Cellphone

RPI Insider Favorite object/s that you own?

Boss Pobby: My car

Boss Onald: Golf set

Ma'am Kletchie: My wrist watch

"Dreams are good, realities are better"

Ma'am Rara : My laptop, binilisan ko na, baka maunahan na naman ako...Teka, mirror rin pala

Ma'am Elda: Cellphone pa rin kasi, madali kang makapag communicate kahit kanino.

RPI Insider: How do you describe yourself in one word?

Boss Pobby: Enthusiastic

Boss Onald : Joker

Ma'am Kletchie: Hardworking

Ma'am Rara: Religious

Ma'am Elda: Simple

RPI Insider Any item/s collected?

Boss Pobby: watches

Boss Onald: I'd just started collecting commemorative golf balls.

Ma'am Kletchie: watch and perfumes, ref magnets from different countries

Ma'am Rara: ref magnets from different countries, and bags

Ma'am Elda: No collection

RPI Insider: Hang out if not at work/home?

Boss Pobby: Sa bahay-opisina lang talaga... minsan sa gas station

Boss Onald: Summit Point Golf and Country Club

Ma'am Kletchie: Sa mall

Ma'am Rara: Ako, sa mall din....

Ma'am Elda: Sa simpleng restaurant lang, kumakain, or nasa simpleng lugar lang

RPI Insider Quotation to live by?

Boss Pobby: "You cannot keep a determined man to succeed. Put stumbling blocks in his way and he takes them as stepping stones"

Boss Onald: "Dreams are good, realities are better"

Ma'am Kletchie: "The nicest women on earth are those who have a hard time recalling their worries and an easy time remembering their blessings.

Ma'am Rara: "Be very careful if you make a woman cry because God counts her tears. Every tear a woman shed is equivalent of man's sacrifice in life" The woman came from a man's rib not on his feet to be stepped on; not on his head to be superior, but on his side to be equal"

Ma'am Elda: "Do not do unto others what other do not do unto you"

"You cannot keep a determined man to succeed. Put stumbling blocks in his way and he takes them for stepping"

RPI Insider Piece of advice for aspiring businessman

Boss Pobby: Don't be afraid to fail.

Boss Onald: Pursue your dreams;

Ma'am Kletchie: Have determination to succeed.

Ma'am Rara: The first step is always the hardest.

Ma'am Elda: Sipag, tyaga and prayers

RPI Insider How do you see the company 10 years from now?

Boss Pobby : There'll be branch in every town, nationwide na tayo.

Boss Onald: Well diversified, regional player na tayo, nasa top 100 corporation na tayo sa Pilipinas

Ma'am Kletchie: We have a successful holding company.

Ma'am Rara: The leader in the industry.

Ma'am Elda: With more than a hundred branches na.

Post Script:

It's a wonderful experience having an interview with them. It reminds me of a TV commercial with this famous line, "Masarap ulit-ulitin".



Tanong lang, "Anong Meron sa Raquel?"

BY: RICHELLE T. ROJAS

A lot of people have asked me, "Saan ka nagtatrabaho?" Most of them wondered kapag sinabi ko na sa "Raquel Pawnshop, Inc." They just nod their head when they heard my answer. Mahirap ipaliwanag sa kanila but deep inside me I know the fact that my existence here is with a purpose and for a purpose. Especially kapag narerealize ko na some employees have stayed with the company for almost two decades. I, myself cannot resist asking them what makes them stay with the company for that long.

I happened to have a privilege of having personal talk with one of my fellow employees in the person of Ms. **Maria Carina Banta**. She has been with the company for more than five years.

I asked her the reason why she stayed with the company for that long, she simply said, "Dahil nag eenjoy ako sa trabaho ko. Sa loob ng mahigit limang taon, wala akong naging problema sa trabaho, sa mga kasama at lalo't higit sa management".

Sa panahon ngayon mahirap maghanap ng trabaho lalo pa at married na. May mga kompanyang hindi tumatanggap ng may asawa pero dito sa Raquel Pawnshop, Inc., kahit ano pang estado ng buhay ay tinatanggap nila".

Naitanong ko rin sa kanya kung may pagkakataon na meron syang nakasamaang loob na empleyado? "May mga pagkakataong may nakikita akong hindi tama sa ginagawa ng kasama ko sinasabi ko na lang nang pabiro para maitama at hindi na humaba pa ang issue".

If given a chance to stay with the company for another five years, I asked her kung anong nakikita nya sa sarili nya. "Katulad ng ibang empleyado, I expect and aspire for promotion. Gusto ko may malayo na akong narating pag dating ng time na yun. Alam kong mahirap at marami pa akong kakainin at dadaanan pero kung bibigyan ako ng pagkakataon ng management na mapromote ay nakahanda akong matutunan at pag aralan ang mga ituturo nila sa akin. Ayoko ng ganito na lang ang posisyon ko. May gusto pa akong mangyari sa career ko."

Being a career woman, how do you handle family aspects? "Katulad ng ibang working mom, priority ko pa rin ang pamilya ko. Kaya ako nagtatrabaho at nagsusumikap ay para sa kanila. Nasa akin na kung paano ko hatiin ang oras ko. Pero sa ngayon ako ang nag aasikaso ng mga kailangan ng pamilya ko sa umaga at sa gabi. Kapag nasa trabaho ako, ang husband ko ang gumagawa ng ibang bagay na hindi ko nagagawa. Lahat naman ay napag uusapan kung ipapaliwanag lang ng maayos."

Are you happy with the company? "Naitanong ko na rin yan sa sarili ko noon, pero ang naisagot ko na lang, kung hindi ako masaya sa trabaho, ko, matagal na akong nagresign at naghanap ng ibang trabaho. Pero dahil nadito pa ako, malinaw na masaya ako sa trabaho ko. Marami akong natatanggap na benefits. Mayroon akong cash incentive bonus at mayroon ding health card. Financially at healthwise, secured ako sa trabaho ko. Siguro wala na akong ibang mahihingi pa. Kahit ang kalusugan ko ay pinapangalagaan ng company. Masaya din ako sa serbisyong natatanggap ko mula sa iba't-ibang department. Ang isa ko pang gusto sa company ay nadedevelop ang personality ko. Noong pumasok ako dito, napakamahiyain ko at wala akong tiwala sa sarili. Pero dahil sa mga pagkakataon na ibinigay sa akin ng company marami akong natutunan".

RPI Empowers Employees by Seminar Workshop

BY: MYLA ACABADO

Last May 4-5, 2007 RPI conducted a training/seminar workshop at Raquel Training Academy entitled "Supervision and Communication Seminar Workshop". The facilitator of the said workshop was Dr. Mary Ruby Palma. Participants were employees of RPI from the Head Office and different branches. Officers from the Top Management were also present.

The 2 day seminar workshop aims to develop the leadership and supervisory skills of the RPI's supervisors and officers and at the same time develop their communication skills. Officers from the Board gave a few inspiring messages before the seminar ended.

To further enhance the employees' competencies, another seminar workshop was held last June 8-9, 2007.

Mr. Angelo V. Baybay was the resource person in "Effective Business Writing Skills Program." The second seminar focused on effective business communication.

The two seminars were hosted by the Human Resource Management head, Ms. Kletchie.



The participants in their group dynamics

Piece of advice for co-employees? "Kahit saang trabaho isa lang ang alam ko na sekreto upang magtagal ka at mag-enjoy at the same time, mahalina mo lang ang trabaho mo. Sa mga kapwa ko medyo matagal na sa company, pag-isipan muna natin nang mabuti lahat ng gagawin natin. Wag tayong maging padalus-dalos sa pagdedesisyon. Isipin muna natin ang kalalabasan ng gagawin natin. Kung bibigyan man tayo ng bagong hamon, wag tayong basta tumanggi at matakot. Subukan muna natin na bigyan ng chance ang ating mga sarili. We must be thankful dahil binibigyan tayo ng chance."

I was struck with the statement, "Mahalin mo lang ang trabaho mo". Truly, it is the secret for a successful career. I do believe that in any field, you cannot find the job satisfaction and contentment that you are looking for if you are not enjoying your job. A lot of people have experienced pain and tears in their own field or profession but they are ready to face what's at stake because they love what they are doing. Sana matuto din tayong mahalina at pahalagahan ang trabaho natin. Let us appreciate kung ano ang meron sa atin. Do not always look for what is missing.



RPI Holds 1st Company Olympics : Blue Team Emerges as Champion

BY: RJ CORNEJO

The First Company Olympics of Raquel Pawnshop, Inc. was held last April 15, 2007 at Nawawalang Paraiso Hotel and Restaurant, Tayabas, Quezon.

The employees were grouped into four team colors with the following respective leaders and assistant leaders: **Yellow Team** – Ma'am Kletchie and Ma'am Chyntia, **Blue Team** – Boss Onald and Ma'am Malou, **Green Team** – Ma'am Elda [Ma'am Bot as proxy] and Ma'am Airene, **White Team** – Ma'am Rara and Ma'am Thesza.

The Olympics was officially opened after Mr. Lito Martizano (White Team) lit the Olympic torch. The event showcased competitions in Larong Pinoy where Blue Team emerged as the champion in patintero, tumbang preso and "Ate Raquel went to Market", Yellow Team in sipa, sack race and swimming [4 x 25m freestyle relay]. Green Team showed their muscle in tag-o-war when they



Blue team with a tribal paint of blue in their face as they present their cheer dance.

beat the Blue Team in the finals. White Team displayed sterling performance in luksong tinik after sweeping the Yellow Team. The event was highlighted with two [2] special awards, **Best in Sports Wear** where Ms. Karen Aranilla from the Green Team and Mr. Melvin de Silva from the Blue Team bagged the awards and Mr. Cris Gerard Mangubat from the Yellow Team was chosen as the **Most Valuable Player**.

After running all the events, here was a double tie between Blue and Yellow Teams with identical 3 points and White and Green Team alike with 1 point each in their score cards. An exciting parlor game, Balloon Up-and-Under relay was used to break the tie where Blue Team won over the Yellow team for the Overall Champion and Green Team won over the White Team for the Third Place. The event was graced by Boss Pobby, RPI President.



Mr. Joselito Martizano runs to light the torch



Ms Karen Aranilla and Mr Melvin de Silva crowned as Ms and Mr Sportswear



The Yellow Team - receiving their trophy as they were proclaimed the 1st runner up.



Mr. Cris Gerard Mangubat is the 1st RPI Company Olympics Most Valuable Player (MVP). Cris showed his sportsmanship and athletic power in all games he participated.

Raquel Pawnshop, Inc.

Mission Statement:

We are a dynamic company in the Philippines providing superior quality products and services that will improve the lives of our customers and consumers. 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.

Vision:

The most progressive, innovative and customer-driven Pawnshop Company.

Core Values:

- Teamwork
- Honesty
- Customer Service Excellence
- Loyalty
- Integrity

Fun Page

Here are something to tickle your mind. Try it! Surely, you'll enjoy it...

As my birthday approaches I start to collect leaves - a little bizarre perhaps, but I enjoy it! On the first day of the month I collect one leaf, on the second day I collect two and so on. So by my birthday I will have collected 276 leaves altogether. On which day of the month is my birthday?

My first is in Sally and in Sam.
My second is in Ian but not in John.
My third is in Mark and in Mandy.
My fourth is in Owen but not in Kevin.
My last is in Jason but not in Matthew.
Who am I?

Can you find 13 animals in this rather curious poem:
A person, as simple we are.
Catch the kid o'er the bridge.
Follow the chief, oxtail soup we like.
Anagram ANPI gives us PAIN, cower under a ridge.



RAQUEL PAWNSHOP, INC.

"Kaagapay sa oras ng Pangangailangan"

is urgently in need of :

2 AUDIT SUPERVISORS

- Must possess a professional license in Accountancy (CPA)
- Female, with 5 years supervisory experiences specializing in external and internal audit
- Can manage a team or section

BS/AB PSYCHOLOGY GRADUATE

- Highly knowledgeable in recruitment
- Can conduct and analyze results of hiring test
- Possesses good communication and interpersonal skills
- Must have organized and systematic.
- Must have excellent computer skills.
- Can preferably do Training
- Must be willing to travel in the different areas of the Pawnshop
- Willing to be assigned in Lucena City

APPRAISERS

- (For Batangas, Cavite and Manila)
- Male/Female
- Graduate of any 4-year business course
- With or without work experience
- Willing to be trained and relocated
- 29 years old or below
- With good oral and written communication skills
- Computer literate

Interested applicants may pass their resume @

raquel_humanresource@yahoo.com

For further information please call [042]660-7790, local 105 and look for R.J, RICHELLE or HAZEL

FROM THE SUGGESTION BOX

In our quest to serve you best, we want to hear from you. Please send your ideas and/or concern in any suggestion box or thru email: raquel_humanresource@yahoo.com

"Mababa ang interest at mas mataas ang sangla compare sa ibang pawnshop! "

Elsie M.

Cabuyao, Laguna

"Mababa ang kanilang interest at sinusuri ng mabuti ang mga alahas..."

Anonymous

Angono

"I'm happy, kasi lahat ng staff dito ay mababait at lagi naka-smile, at mataas ang appraisal ng mga alahas"

MAR

Riverside Subd, RedV, Lucena City

"Mabait ang guard nila ganundin ang appraiser. Talagang inaasikaso nila ang mga customers! "

Anonymous

Angono

"Mabait at magalang sila sa customer! "

R.V.

Siniloan

"Dapat magkaroon kayo ng another advantage project for your customers aside from the subasta".

MGS

Hope St., Rosario Village, Lucena City

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