



WELCOME TO OUR NEWSLETTER 1ST QUARTER EDITION

Client Visit

In February, we were honored to welcome one of our valued clients to our office. The visit provided a wonderful opportunity to strengthen our partnership and foster deeper collaboration.

It was especially meaningful to connect in person, allowing both teams to build stronger relationships beyond day-to-day email communication. Meeting face-to-face helped us better understand each other's perspectives and working styles.

We truly appreciated the time spent together and look forward to continuing our collaboration and achieving greater success together.

Building More Connections

In March, Elizabeth Bañez, one of our Implementation & Project Managers, traveled to Australia to support one of our valued clients, Spencer Travel. During her visit, she also connected with other clients (Maxims and Pulse Travel), strengthening both personal and professional relationships. At Reliable BPO Services, we believe our clients matter most, and building strong connections is at the heart of what we do.



In the Limelight!

Last March 14, 2026, Kyle Mortega and Mizraem Conde were invited by Travel Beyond Group to attend their conference in Brisbane. During the event, Mizraem was honored with the “Shared Services Rising Star” award.

We are truly grateful for this recognition of her dedication and hard work. Congratulations, Mizraem!



GROWING STRONGER EVERY YEAR

What a wonderful milestone to celebrate! From a humble beginning of 4 staff members, we have grown to a team of 41 in just four years. We are incredibly proud of the people behind these achievements.

From March 20-22, 2026, we celebrated not only our company anniversary but also this remarkable growth. Held in one of Manila’s renowned hotels, the event gave everyone a chance to unwind, enjoy a luxurious setting, indulge in sumptuous meals, and share meaningful stories together.



Business Planning and Team Building

The conference highlighted not only everyone’s talents but also their insightful ideas and fresh perspectives. It was a testament to how exceptional our team truly is—not only excelling in their roles but also contributing innovative ideas toward the company’s future goals.

Awards and Recognition

Recognizing outstanding performance is essential in inspiring excellence across the team. Congratulations to our awardees:

- Employee of the Year 2025 – Patrisha Zel Espares
- RBPOS Spirit Awardee – Julius Bonaobra
- Silent Performer Awardee – Jessa Mae Gaveria
- Extra Mile Awardee – Rouan Bermas

Keep up the great work!



More Than a Milestone—A Movement

This year's anniversary was more than a celebration—it was a powerful reminder of what makes us stronger: our people, our culture, and our shared vision. As we continue to grow, we remain committed to building connections, empowering talent, and delivering exceptional value to our clients.

If there is anything else we at Reliable can help you with please let us know
We are here to make your lives easier.