

April 11, 2023

Christian Bob Conde Booc

Trainee

Upper kabanayan bulacao Talisay City, Cebu

Dear Mr. Booc,

Your probationary employment as a **Customer Service Representative** has been subject to evaluation from the date you were hired up to present. Thus, it is expected that continuing good work performance, attendance and work attitude are to be maintained. You were given expectation to adhere to the department's set standards of your job, as well as company policies and practices, which has been made known to you from the day you were hired.

In view of this, we find that you were not able to meet the standards for us to let you continue your probationary employment with iPloy OPC. Thus, we regret to inform you that we are ending your probationary contract effective immediately.

Thank you for the services you have rendered to the company and we hope for your success in your future endeavors.

Very truly yours,



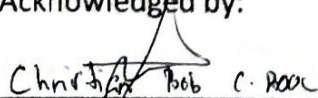
Nigel Arganza
Employee Relations Supervisor

Noted by:


Alfredo Camarillo Jr.

Director of Operations

Acknowledged by:



Name Signature Over Printed

Administrative Hearing Form

Case : 3rd Month Evaluation / served eoc notice Date : April 11, 2023
Employee Involved : Christian Booc Time : 5:35 AM
Program/ Department : CRK Phonix Venue : HR ACCF
Immediate Superior : John Minguan Ref. # : _____

Remarks / Agreement:

- Employee confirms awareness of the company policy being violated, and its provisions and sanctions for Violations against it.
- Employee confirms that the signature on the Notice issued and explanation are his/hers.
- Employee confirmed previous infractions and was given appropriate sanctions and coaching sessions.

- Christian was asked why his attendance was called and as per him, it's about his attendance.
- It was made clear to him that aside from that, we'll be discussing his 3rd month evaluation.
- Quality, he was given 2 especially his ATT is quite high.
- Knowledge, he was given 2 for the kept on placing the patient on hold multiple times to ask questions.
- Relationship w/ others ~~& with supervisor~~ he was given 3 for he has strong relationships with others & with TL, you were 2.
- Attendance - he was given 1. It was mentioned by TL that his attendance records were unacceptable and he acknowledged it.
- Productivity - 3 for he always hit the target or even higher.
- It was discussed to him per attribute as to why he's getting those scores.
- According to Christian, he doesn't have questions regarding his evaluations.
- It was discussed to Christian also about his attendance from his hired date to present (as of this writing April 11, 2023).
- It was shown to him that he incurred multiple absences, leaves, & tardiness.

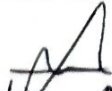
By signing this document, the signatories confirms that they have attended the administrative hearing and has reviewed and agrees to the content of this document.


Additional Attendees during conference:

Schedule for FEEDBACK Discussion:

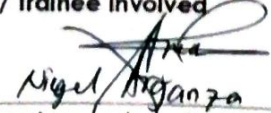
Date: _____
Time: _____
Venue: _____

Conforme:

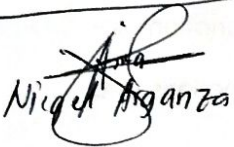

Christian Bob C. Booc
Employee / Trainee Involved



John Minguan
Immediate Supervisor

Minutes taken by:


Nigel Manganza
Signature on top of printed name

- It was discussed to Christian also that most of his tardiness were beyond four hours.
- It was made clear also to Christian that regardless if he called in or was able to provide supporting documents, still it will be taken against his attendance and she acknowledged that he understood.
- It was also confirmed by him that during the 1st week of training, it was discussed how important the attendance is.
- Christian acknowledged that he understood the management's decision especially knowing all the absences & tardiness he incurred.


Nigel Arganza


Christian Bok C. BOC

JONARD  MINGUAN

EMPLOYEE PERFORMANCE EVALUATION

Employee Name: Booc, Christian Bob	Date Accomplished: 04/03/2023
Employee Number: 3594	Role: CSR-PPS
Employment Status: PROBATIONARY	Supervisor: JOHN MINGUAN
Evaluation Period: JANUARY 2,2023- APRIL 2,2023	Operations Manager: Nino Angelo Manal



Instructions to Supervisor: Supervisors should refer to the employee's job description when completing this form; the evaluation should focus on the employee's ability to perform the job duties listed in the job description. Indicate the evaluation of the employee's job performance by writing a number between 1 and 3 on the blank line to the right of each attribute, in the appropriate column. Use the following scale:

1 = Unacceptable; 2 = Needs Improvement; 3 = Satisfactory

Attribute	Score
QUANTITY OF WORK The extent to which the employee accomplishes assigned work of a specified quality within a specified time period	2
QUALITY OF WORK The extent to which the employee's work is well executed, thorough, effective, accurate	2
KNOWLEDGE OF JOB The extent to which the employee knows and demonstrates how and why to do all phases of assigned work, given the employee's length of time in his/her current position	2
RELATIONS WITH SUPERVISOR The manner in which the employee responds to supervisory directions and comments. The extent to which the employee seeks counsel from supervisor on ways to improve performance and follows same	2
COOPERATION WITH OTHERS The extent to which the employee gets along with other individuals. Consider the employee's tact, courtesy, and effectiveness in dealing with co-workers, subordinates supervisors, and customers	3
ATTENDANCE AND RELIABILITY The extent to which employee arrives on time and demonstrates consistent attendance; the extent to which the employee contacts supervisor on a timely basis when employee will be late or absent	1
INITIATIVE AND CREATIVITY The extent to which the employee is self-directed, resourceful and creative in meeting job objectives; consider how well the employee follows through on assignments and modifies or develops new ideas, methods, or procedures to effectively meet changing circumstances	3
CAPACITY TO DEVELOP The extent to which the employee demonstrates the ability and willingness to accept new/more complex duties/responsibilities	3

PRODUCTIVITY Average daily calls made by the employee indicate productivity and efficiency in performing the tasks at hand	3
TOTAL SCORE	21/9
AVERAGE	2.33

Comments to Supervisor and Employee: Supervisors should discuss the evaluation results with the employee. At a minimum, employees must be given a copy of the evaluation for their own records. Both the supervisor and the employee should sign the evaluation form. The employee signature indicates only that the employee received a copy of the evaluation. It does not necessarily signify employee concurrence. Both employees and supervisors are strongly encouraged to include written comments.

EVALUATION Jonald Minguan
(Supervisor Signature and Date)

Christian Booc
(Employee Signature and Date)

Employee Comments (please include date; attach additional paper if necessary):

Supervisor Comments (please include date; attach additional paper if necessary):

Chris has been struggling with QUANTITY and it would take her to resolve the issue in a timely-manner., QUALITY AND KNOWLEDGE- since he's new- it's hard for us to remember the process that has been taught during training. RELATIONSHIP WITH THE SUPERVISOR- we had several talks, and he was given several chances for him to change when it comes to his attendance and how he can resolve it- unfortunately, he proved me wrong and never redeem himself. Onshore even questioned his attendance.

Yesterday



Edgar Mora Yesterday 7:03 PM
hi

whats going on with chris i show hes not logging in until almost 1 or for 2days so far

In iPloy, we are focused in all aspects but most importantly- ATTENDANCE- reporting to work is a must- we can do more whenever you are present (gaining more knowledge about the process), help the service levels, and can help the queue – fair distribution of calls to everyone.

TO BE COMPLETED ONLY AT LAST EVALUATION BEFORE END OF EVALUATION PERIOD:

For 3rd Month Evaluation

- I recommend this probationary employee become permanent and continuous.
- I recommend this probationary employee be dismissed before the end of the probationary period and will submit the appropriate forms.

For Annual Evaluation

- Satisfactory performance **has been** demonstrated throughout the evaluation period.

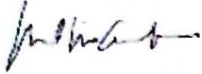
[] Satisfactory performance has not been demonstrated throughout the evaluation period.



Jonald Minguan
Supervisor Signature

04/03/2023

Date



Nino Angelo Manal
Operations Manager

4/10/23

Date

LEGEND ON HOW I SCORE THEM			
ATTRIBUTES	3	2	1
QUANTITY OF WORK - the extent to which the employee accomplishes assigned work of a specified quality within a specified time period.	Agent finish all task assigned on time.	Agent did not finish 1-2 tasks on time.	Agent did not finish 3 or more task on time.
QUALITY OF WORK - the extent to which the employee's work is well executed, thorough, effective, accurate.	Agent has no/1-2 errors (on score card) on monitoring.	Agent has errors (3-5 on scorecard) on monitoring.	Agent has a critical error on scorecard (rudeness, interrupting and etc)
KNOWLEDGE OF JOB - the extent to which the employee knows and demonstrates how and why to do all phases of assigned work, given the employee's length of time in his/her current position.	Agent did not commit any error on knowledge in the process.	Agent committed 1-2 errors on knowledge in the process.	Agent committed more than 3 errors on knowledge in the process.
RELATIONS WITH SUPERVISOR - the manner in which the employee responds to supervisory directions and comments. The extent to which the employee seeks counsel from supervisor on ways to improve performance and follows same.	Agent immediately applies the action plan set after coaching.	Agent took time in applying the action plans set after coaching.	Never applied the action plans set after coaching.
COOPERATION WITH OTHERS - the extent to which the employee gets along with other individuals. Consider the employee's tact, courtesy, and effectiveness in dealing with co-workers, subordinates, supervisors, and customers.	Agent always has good communication and connection with others, supervisor and patients.	Agent sometimes has altercation with others.	Agent always has altercation with others.
ATTENDANCE AND RELIABILITY - the extent to which employee arrives on time and demonstrates consistent attendance; the extent to which the employee contacts supervisor on a timely basis when employee will be late or absent.	Agent's RELIABILITY is 95% - 100%	Agent's RELIABILITY is 83% - 95.99%	Agent's RELIABILITY is below 82.99%
INITIATIVE AND CREATIVITY - the extent to which the employee is self-directed, resourceful and creative in meeting job objectives; consider how well the employee follows through on assignments and modifies or develops new ideas, methods, or procedures to effectively meet changing circumstances.	Agent exhaust all means possible in completing assigned task before seeking assistance.	Agent did not fully exhaust all means possible in completing assigned task before seeking assistance.	Agent immediately ask assistance without even trying any means possible in completing assigned task.
CAPACITY TO DEVELOP - the extent to which the employee demonstrates the ability and willingness to accept new/more complex duties/responsibilities.	Agent fully accepted additional task assigned to him/her.	Agent declined 1-2 additional task assigned to him/her.	Agent declined more than 3 additional task assigned to him/her.
PRODUCTIVITY - Average daily calls made by the employee indicate productivity and efficiency in performing the tasks at hand.	Agent's productivity is 98% or more.	Agent's productivity is 95%-97%.	Agent's productivity is less than 95%.

Monthly evaluation:

ATTRIBUTES	Jan	Feb	Mar
QUANTITY OF WORK - the extent to which the employee accomplishes assigned work of a specified quality within a specified time period.		2	2
QUALITY OF WORK - the extent to which the employee's work is well executed, thorough, effective, accurate		2	2
KNOWLEDGE OF JOB - the extent to which the employee knows and demonstrates how and why to do all phases of assigned work, given the employee's length of time in his/her current position		2	2
RELATIONS WITH SUPERVISOR - the manner in which the employee responds to supervisory directions and comments. The extent to which the employee seeks counsel from supervisor on ways to improve performance and follows same	3	2	2
COOPERATION WITH OTHERS - the extent to which the employee gets along with other individuals. Consider the employee's tact, courtesy, and effectiveness in dealing with co-workers, subordinates supervisors, and customers	3	3	3
ATTENDANCE AND RELIABILITY - the extent to which employee arrives on time and demonstrates consistent attendance; the extent to which the employee contacts supervisor on a timely basis when employee will be late or absent	1	1	1
INITIATIVE AND CREATIVITY - the extent to which the employee is self-directed, resourceful and creative in meeting job objectives; consider how well the employee follows through on assignments and modifies or develops new ideas, methods, or procedures to effectively meet changing circumstances	3	3	3
CAPACITY TO DEVELOP - the extent to which the employee demonstrates the ability and willingness to accept new/more complex duties/responsibilities	3	3	3
PRODUCTIVITY - Average daily calls made by the employee indicate productivity and efficiency in performing the tasks at hand		3	3
AVERAGE EVALUATION	2.6	2.33333	2.33333

RELIABILITY AND PRODUCTIVITY:

NAMES	Jan	Feb	Mar
Booc, Christian Bob		29	33
NAMES	Jan	Feb	Mar
Booc, Christian Bob	88.22%	80.94%	73.38%

From: niegel@iploy.com
Sent: Tuesday, March 14, 2023 3:16 AM
To: 'John Minguan'
Cc: 'Employee Relations'; 'Alfred Doc Camarillo'; 'Angelo Manal'
Subject: Attendance Concern - Christian Booc

Hi TL Ming,

Good morning!

We are sending this email for we reviewed Christian Booc's Daily Attendance Record (DTR) from his hired date which was on **January 2, 2023** and these are our findings, please see table below for your reference. Kindly let us know if our findings were all correct. In 3 months of being with iPloy, he already incurred **9 Unscheduled Absences including No Call No Show (NCNS) and 5 lates**. With, we'd like to know if coaching sessions were made in regard to his attendance and also your plan.

Hired Date: January 02, 2023		REMARKS
January 23, 2023	Absent	Fever
January 24, 2023	Absent	Sent medcert (Advised to rest; FTW 1/25)
January 30, 2023	Late	No call-in (Late: 5hrs & 44mins)
January 31, 2023	Late	No call-in (Late: 15mins)
February 8, 2023	Late - 6 hours & 17 minutes	Called in Half-day (Family instances)
February 16, 2023	Late - 52 minutes	No call-in (Late: 52mins)
February 20, 2023	Absent	Called in Half-day (Important matter but whole day absent)
February 23, 2023	Late - 1 minute	No call-in (Late: 1min)
February 24, 2023	Absent	Called in Half-day = ABSENT (Allowance for transpo but whole day absent)
February 28, 2023	Absent	Called in Half-day = ABSENT (Family matter but absent)
March 7, 2023	Absent - RTWO was sent	Called in Half-day = ABSENT (Family matter but whole day absent)
March 8, 2023	Absent - RTWO was sent	Called in Half-day = ABSENT (Lack of allowance for transportation but whole day absent)
March 9, 2023	NCNS - RTWO was sent	No Call No Show
March 10, 2023	Absent - RTWO was sent	Called in Half-day = ABSENT but whole day absent (He informed us that he will be in the office 2AM because he is still waiting for his allowance to be sent)

Keep safe and Thank you! 😊

Niegel Arganza
Employee Relations Supervisor | iPloy OPC
niegel@iploy.com | 09177097074

March 16, 2023 - Late 4 hrs & 52 minutes (In @ 03:52 AM)
 March 17, 2023 - Late 6 hrs & 20 minutes (In @ 05:20 AM)
 March 20, 2023 - Absent
 March 22, 2023 - ~~late~~ Late 32 minutes (In @ 23:32 pm)
 March 23, 2023 - ~~late~~ Late 20 minutes (In @ 23:20 pm)
 April 4, 2023 - Late 6 hrs & 3 minutes (In @ 5:03)
 April 5, 2023 - Late 6 hrs & 32 minutes (In @ 5:32)

Date	Time	Reason
January 27, 2023	03:52 AM	Late
January 28, 2023	05:20 AM	Late
January 29, 2023		Absent
February 1, 2023	23:32 PM	Late
February 2, 2023	23:20 PM	Late
February 3, 2023		Absent
February 4, 2023		Absent
February 5, 2023		Absent
February 6, 2023		Absent
February 7, 2023		Absent
February 8, 2023		Absent
February 9, 2023		Absent
February 10, 2023		Absent
February 11, 2023		Absent
February 12, 2023		Absent
February 13, 2023		Absent
February 14, 2023		Absent
February 15, 2023		Absent
February 16, 2023		Absent
February 17, 2023		Absent
February 18, 2023		Absent
February 19, 2023		Absent
February 20, 2023		Absent
February 21, 2023		Absent
February 22, 2023		Absent
February 23, 2023		Absent
February 24, 2023		Absent
February 25, 2023		Absent
February 26, 2023		Absent
February 27, 2023		Absent
February 28, 2023		Absent
March 1, 2023		Absent
March 2, 2023		Absent
March 3, 2023		Absent
March 4, 2023		Absent
March 5, 2023		Absent
March 6, 2023		Absent
March 7, 2023		Absent
March 8, 2023		Absent
March 9, 2023		Absent
March 10, 2023		Absent
March 11, 2023		Absent
March 12, 2023		Absent
March 13, 2023		Absent
March 14, 2023		Absent
March 15, 2023		Absent
March 16, 2023		Absent
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March 24, 2023		Absent
March 25, 2023		Absent
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March 27, 2023		Absent
March 28, 2023		Absent
March 29, 2023		Absent
March 30, 2023		Absent
March 31, 2023		Absent
April 1, 2023		Absent
April 2, 2023		Absent
April 3, 2023		Absent
April 4, 2023		Absent
April 5, 2023		Absent
April 6, 2023		Absent
April 7, 2023		Absent
April 8, 2023		Absent
April 9, 2023		Absent
April 10, 2023		Absent
April 11, 2023		Absent
April 12, 2023		Absent
April 13, 2023		Absent
April 14, 2023		Absent
April 15, 2023		Absent
April 16, 2023		Absent
April 17, 2023		Absent
April 18, 2023		Absent
April 19, 2023		Absent
April 20, 2023		Absent
April 21, 2023		Absent
April 22, 2023		Absent
April 23, 2023		Absent
April 24, 2023		Absent
April 25, 2023		Absent
April 26, 2023		Absent
April 27, 2023		Absent
April 28, 2023		Absent
April 29, 2023		Absent
April 30, 2023		Absent
May 1, 2023		Absent