

INTERVIEW ASSESSMENT FORM

DATE TODAY: **09-11-2024**

Do you have any travel plans?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, where?
Expected date of travel:		Purpose:
Do you have a pending case?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, what kind of case:

Applicant's Complete Name:	Mary An Caro	Nickname:	Mary An
Position Applied	CSR-V	Marital Status	Single
No. of Kids:	0	Age	23

Source of Application:

<input type="checkbox"/> WALK-IN	<input type="checkbox"/> FACEBOOK	<input type="checkbox"/> JOBSTREET	<input type="checkbox"/> MYNIMO	<input checked="" type="checkbox"/> REFERRAL pls. specify the name: 4417 Edleen amor espinosa	<input type="checkbox"/> OTHERS:
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Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.

Typing Test	WPM	44	Accuracy	99	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	18k - 20k	Availability	ASAP
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A. IS THE APPLICANT PREPARED FOR THE INTERVIEW? PRESENTABLE YES NO AVERAGE

B. COMMUNICATION SKILLS EXCELLENT SATISFACTORY NEEDS IMPROVEMENT

COMPREHENSION SKILLS EXCELLENT SATISFACTORY NEEDS IMPROVEMENT

C. WORK EXPERIENCE (Latest 3)

EMPLOYER	EMPLOYMENT DATE	ACCOUNT	ALL-IN SALARY	REASON FOR LEAVING
Concentrix (BPO)	oct 2022 - May 2024 (1 year and 7 months)	Xfinity Mobile	14.5k	Left due to Family Matters: Parents are separating and it affected her

HR Interview

Interviewer:	Francheska	Date Interviewed:	09-11-2024
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Remarks:

- Senior High School graduate - did not pursue college and has no plans to do so since she is more focused on landing a job to help her finance for her sisters' education.
- Has 2 siblings > eldest > Parents are separated already > Originally from Lapu-Lapu but is currently residing around Cabantian - okay with the company location. Both parents are supportive of her decision to pursue a career in BPO.
- Claims to have no issues with her attendance since she always makes sure to go to the office; can work on a graveyard shift and any available shifting schedules. Willing to undergo PEME once hired.
- Referred to by a friend who is working here in iPloy.
- Can converse, can WOS and ASAO.

ling Result	<input checked="" type="checkbox"/> Passed	<input type="checkbox"/> Failed
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OM/OD Interview

Interviewer:	IRIS	Date Interviewed:	9/11/24
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Mary An Caro - **passed for partial/non-voice**
 Comms: 5/10 - can converse but can't really express spontaneously
 BPO exp: 1 year and 7 months (Telco)

- Referred by her friend, Edleen Amor Espinosa.
- Interested in the Healthcare account after hearing positive feedback from her friend, especially about the company's benefits and the fact that the account is not overly stressful.
- Open and willing to take on tasks and responsibilities that differ from her friend's experience since she is capable of handling stressful accounts.
- She considers a stressful account, like Telco, one that requires troubleshooting devices over the phone and explaining to customers how to navigate them.

- In her view, Healthcare involves advising patients on probiotics, lifestyle changes to maintain health, and explaining plans and insurance options.
 - She is dedicated, committed to personal growth, and always strives to do her best.
 - She believes the company provides excellent training for new applicants, including those with no prior experience of healthcare.
 - Plans to stay long-term with the company.
- She has two sisters in college, and she is one of the family members supporting them.
She assures that her personal matters will not interfere with her work.
- She currently rents alone in Mabolo. Both her parents are supporting her siblings, and she is eager to land a job to help her parents financially.
 - She values teamwork and disregards issues unless they directly affect her personal life, mental health, or involve her family. If needed, she addresses conflicts by speaking directly to the person involved.
 - She ensures that she puts aside personal issues to avoid affecting her mental health and work.
 - She has shared that she has a good performance record and excellent attendance and only incurred valid reasons for her absences include serious problems, severe illness (such as hyperacidity from skipping meals, excessive caffeine intake), or sudden family deaths.
 - In the past, she experienced stress eating and once had a vehicular accident.
 - During the interview, she was reading and searching for answers to the question/s and asked me to hold on for a seconds. When asked to stop reading and answer naturally, she struggled to fully express herself.
 - Base pay of 18k-20k, with 20-25k all-in.
 - Available to start ASAP.

Result	<input checked="" type="checkbox"/>	Passed	<input type="checkbox"/>	Failed
<input type="checkbox"/> Keep in Pool (Ben)	<input type="checkbox"/> Keep-in-pool (Initial interview and OM/DM interview)	<input type="checkbox"/> No Show		