

INTERVIEW ASSESSMENT FORM

DATE TODAY: 08/10/2024

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

Applicant's Complete Name: Syrra Mae Bontuyan	Nickname: Sy
Position Applied: CSR - Voice	Marital Status: Single
No. of Kids: 2	Age: 24

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: 1604 Jessop Dapiton	<input type="checkbox"/> OTHERS: Text here
----------------------------------	-----------------------------------	------------------------------------	---------------------------------	---	--

Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.

Typing Test	WPM	38	Accuracy	98	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	20k	Availability	ASAP
-------------	-----	----	----------	----	--	-----------------	-----	--------------	------

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
Alorica (BPO)	May 2024-Oct 2024 (5 months)	Financial	16k	Better opportunities > higher compensation
Concentrix (BPO)	Jun 2023-Apr 2024 (10 months)	Financial	18k	No career growth opportunity
N/A	N/A	N/A	N/A	N/A

HR Interview

Interviewer: Nina	Date Interviewed: 08/10/2024
--------------------------	-------------------------------------

Remarks:

ok tone, ok grammar & pronunciation, can express ok, few fillers

- has 2 kids > 6 y.o, 2 y.o; has 4 siblings, youngest; currently residing in Mandaue family
- mom > sales agent; dad > deceased; partner > driver; kids will be taken care by their grandparents; siblings > 2 have own family, 2 employed
- SHS grad (Mar 2020) > stopped due to financial difficulties, no plans anymore bc she has her priorities right now; after shs, she was helping her mom with her little business
- after Concentrix > instead of looking for a job with higher position, she still accepted the offer from Alorica, hoping that there will be more incentives given to them after being endorsed to the prod; now, she's looking for better opportunities that could suffice the needs of her family
- why bpo > more career growth opportunities, better compensation
- why iploy > 50k SOB, attendance bonus
- long term plan > stay longer, higher position
- what to expect > willing to learn the process, no attendance issues
- no attendance issues; no medical conditions; currently processing her COE in Alorica
- willing to undergo PEME once hired
- open to graveyard shift and any changes in work schedule (regardless of time)

Result **Passed** **Failed**

OM/OD Interview

Interviewer: Iris	Date Interviewed: 08/10/2024
--------------------------	-------------------------------------

Remarks:

Syrra Mae Bontuyan - passed voice

Comms: 5.3/10

BPO exp: more than a year (Financial account)

- She was referred by Jessoph Dapiton.
- She became interested in the position due to the 50k signing bonus, the CSR role, and the attendance incentive.
- She has two kids who will be cared for by their grandparents on both sides in Subangdaku, Mandaue City.
- She faced an emergency when her father passed away and she had to travel to Mindanao.
- She was terminated from Concentrix because she did not meet a specific customer survey rate. Internal banking issues prevented concerns from being resolved promptly, which upset the customer.
- She urgently needs a job to support her two children.
- She assures that she had no attendance issues in her previous positions because she is the breadwinner of her family.
- She aims for a higher position and is committed to learning the process to ensure customer satisfaction.
- She gained valuable experience in financial accounts at Alorica, which she believes could have improved her performance at Concentrix.
- Jessoph helped her understand that commitment and attendance are crucial at iPloy.
- Her expected salary is 20k, all-inclusive.
- She is available to start as soon as possible.

Result

Passed

Failed

Keep in Pool (Ben)

Keep-in-pool (Initial interview and OM/DM interview)

No Show