

INTERVIEW ASSESSMENT FORM

DATE TODAY: 01/11/2024

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:	Clarice Mayne Rabaya	Nickname:	Clarice
Position Applied	CSR- Voice	Marital Status	Single
No. of Kids:	n/a	Age	22

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: 3985 Shaira Mae S. Villareal	<input type="checkbox"/> OTHERS: Text here
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Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.

Typing Test	WPM	37	Accuracy	98	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	B: 15-17k P: 17-19k	Availability	11/04/2024
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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
IntouchCX (BPO)	September 2023- June, 2024; 9 months	Shopify (Non Voice)	23k	No available account to be reprofiled
OfficePartners 360 (BPO)	July 2022- August 2023; 1 yr	eCommerce Account	18k	Enticed by the offer of Intouch. Wanted to experience nonvoice.
Alorica (BPO)	April 2021- October 2021; 6 months	Sales (Hotel Reservation) CSR Outbound Call	18k	Account was dissolved

HR Interview

Interviewer:	Hanna	Date Interviewed:	01/11/2024
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Remarks:

- Can work on site and has no problem working on a graveyard shift and shifting schedule. Okay with PEME.
- Clarice has one younger sibling on her mom's side and four younger siblings on her dad's side.
- Currently residing in Naga, she plans to move to her dad's place in Mambaling once she gets a job.
- Graduated from senior high school and has no plans to pursue college, as she wants to focus on working.
- Quit her job at Intouch after being reprofiled due to not passing the quarterly examination. She was allowed handling time of 30 minutes (3 chats at a time) and struggled with multitasking since it was her first time handling chat support.
- Willing to start ASAP and submitted assessments right away.

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

Interviewer:	Iris	Date Interviewed:	01/11/2024
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Remarks:

passed voice
 Comms: 5.3/10
 BPO exp: almost 2 years (Sales, ecommerce, Shopify)

- She learned about the job through Mynimo but was referred by her friend, Shaira Mae Villareal.
- Her friend shared positive feedback about the company, highlighting competitive benefits, a great workplace ambience, and work-life balance.
- She's eager to upskill, grow professionally, and needs immediate employment.

Unemployed for the past four months, she's been reflecting on personal growth and career development.

- As the eldest of four siblings with separated parents, she lives with her mother in Naga but plans to stay with her father once employed.

- Among her siblings, three are still in elementary school, and she has a twin with whom she needs to decide who will attend college first. She's chosen to focus on working for now.
- With BPO experience, she's committed to full-time work rather than pursuing further studies.
- She emphasized her strong adherence to company policies in her previous roles, with a perfect attendance record.
- Expected salary: Basic - 14-16K; Total package: 15-18K.
- Available to start ASAP.

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