

## INTERVIEW ASSESSMENT FORM

DATE TODAY: 05/11/2024

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

Applicant's Complete Name: <b>Abegail Bacalla</b>	Nickname: <b>Abby</b>
Position Applied: <b>CSR - Voice</b>	Marital Status: <b>Single</b>
No. of Kids: <b>1</b>	Age: <b>23</b>

**Source of Application:**

<input type="checkbox"/> WALK-IN	<input checked="" type="checkbox"/> FACEBOOK	<input type="checkbox"/> JOBSTREET	<input type="checkbox"/> MYNIMO	<input type="checkbox"/> REFERRAL pls. specify the name:	<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	36	Accuracy	100	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	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
Metrics Call Services (BPO)	Oct 2022-Feb 2024 (1 year & 4 months)	Retail	19k	Career growth & better opportunities
LeadGen Corporation (BPO)	Jan 2022-Oct 2022 (9 months)	Sales - Telemarketer	19k	Better opportunities - higher compensation
N/A	N/A	N/A	N/A	N/A

**HR Interview**

Interviewer: <b>Nina</b>	Date Interviewed: <b>05/11/2024</b>
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**Remarks:**

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

- has 1 kid > 3 y.o - will be taken care by the parents of her partner who lives nearby; has 6 siblings, youngest; currently residing in Mandaue with own family, originally from San Fernando
- mom > has an herbal medicine business; dad > passed away last year; partner > motorcycle taxi driver
- SHS grad (2021) > wasn't able to pursue bc of COVID and financial problems; at the age of 19, she got pregnant and had to look for a job to prioritize the needs of her family
- aside from looking for better opportunities when she left MCS, she mentioned that she also wanted to rest for a while and take a break from all the experiences she had especially with the death of her father; after Feb 2024, she stayed at home taking care of their kid while her partner was the one providing for their needs; can assure that she's fully ready to work again in another bpo company
- why bpo > fast-paced environment, comfortable talking and assisting customers, better compensation
- why iploy > submitted her application through Facebook but also knows someone who works here (Carlos Ontolan); heard good feedbacks, healthcare account, good environment
- long term plan > higher position, stay for a long time
- what to expect > provide great customer service, good attendance, easily get along, determined, passionate
- no attendance issues; no medical conditions
- 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: <b>Iris</b>	Date Interviewed: <b>05/11/2024</b>
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Remarks:

Abegail Bacalla - passed voice

Comms: 5/10 seems a bit nervous

BPO exp: Around 2 years (Retail, Sales-Telemarketer)

- She learned about the job opening through the iPloy Facebook page.
- She heard positive feedback about the company from a friend who works there, encouraging her to apply due to the good management.
- She has been unemployed for 9 months. Her father passed away in October 2023, and she took time off to care for him. After his passing, - she struggled with depression and decided to resign in February 2024 to focus on recuperatin. Assure that she is now totally fine.
- Her partner works as a "move-it" driver and finances their needs while she takes time to recover.
- She is eager to find a job due to the current financial challenges.  
Her mother-in-law will take care of her child while she works.
- She is strict about her attendance and assures that there will be no issues with her attendance or performance.
- She is confident she is hireable, as she possesses dedication, perseverance, and experience.
- She gets along well with others and can effectively handle irate customers.
- She understands the importance of attendance at iPloy.
- Her expected salary is 20K per month.
- She is available to start ASAP.

**Result**

**Passed**

**Failed**

**Keep in Pool (Ben)**

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

**No Show**