

INTERVIEW ASSESSMENT FORM

DATE TODAY:

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

| | | | |
|----------------------------|------------------------|----------------|--------|
| Applicant's Complete Name: | Cindy Dagahusan Flores | Nickname: | Lalang |
| Position Applied | CSR - Voice | Marital Status | |
| No. of Kids: | 1 | Age | 32 |

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: |
|----------------------------------|--|------------------------------------|---------------------------------|---|----------------------------------|

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

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|-------------|-----|----------|---|-----------------|---------|--------------|------|
| Typing Test | WPM | Accuracy | <input type="checkbox"/> Pass <input type="checkbox"/> Fail | Expected Salary | 16K-18K | Availability | ASAP |
|-------------|-----|----------|---|-----------------|---------|--------------|------|

- A. IS THE APPLICANT PREPARED FOR THE INTERVIEW?** PRESENTABLE YES NO AVERAGE
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- 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 |
|---|--|-------------------|---------------|--|
| Customer Service Representative Ubiquity Global Services | October 2023-July 2024 (9months) | Financial Account | 16k | She experienced a lack of support from her supervisor, who was expected to provide guidance. Whenever she approached her supervisor in person for feedback, she was told she was doing well; however, this feedback didn't match the evaluation results. This inconsistency made her feel that she wasn't growing under her supervisor's leadership. |
| Del Monte Philippines Inc. | March 2017- July 2022 (5 year and 4 months) | Packer | 14k | His father was sick and need to attend to his father |
| Asiapro Cooperative | July 2014- Feb 2017 (2 years and 7 months) | Packer | 12K | She was absorbed with the company named Delmonte, on of the client of Asiapro |

HR Interview

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|--------------------|------------------------------------|
| Interviewer: Charm | Date Interviewed: November 5, 2024 |
|--------------------|------------------------------------|

Time: 9:00 - 9:10
 Name: Cindy Flores
 Interested: YES
 Phone Interview Right Now: YES
 Nickname: Cindy

On-site: OK
 Graveyard shifts: OK
 Salary Expectations: 16k-18k (basic)
 Communication Skills Status: Good communication skills, good comprehension skills and diction.

BPO account:
 Has experience on outbound calls in BPO (PRM Data Quest)
 Ubiquity Financial Account (CSR Inbound Voice) Financial balances, transactions, etc.

Reason For Leaving Previous Company:

- Because of pressure in BPO she wants grow, explore, gain knowledge
- Burnout feel not growing as an individual in the company

Family Background:

- No father; Died in 2020 because of cancer
- Mother is a retiree from Del Monte Philippines Inc.
- Has 1 son child in Grade 7
- Has 3 siblings; she is the youngest
- Is a single mother
- Living with her mother and child in Cagayan De Oro City
- Child will be taken care of by her mother in Cagayan
- Once hired, will relocate in Cebu City

IAF Info

1. Do you have plans to travel outside the country for the next 12 months? -None
2. Do you have any pending cases? -None
3. Do you have pending papers or clearance from your previous company? -None
4. How old are you? -32
5. May I know your marital status? -Single
6. Nickname -Lalang
7. How soon can you start? -ASAP
8. Medical Condition? -None
9. Medication? -None

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|---------------|-------------------------------------|---------------|--------------------------|---------------|
| Result | <input checked="" type="checkbox"/> | Passed | <input type="checkbox"/> | Failed |
|---------------|-------------------------------------|---------------|--------------------------|---------------|

| OM/OD Interview | | | |
|-----------------|------|-------------------|---------|
| Interviewer: | IRIS | Date Interviewed: | 11/6/24 |

Cindy Flores - passed voice
 Comms: 5.2/10
 BPO exp: more than 1 year (Financial Account, Retail)

- She learned about the job opening from a friend, though didn't list her as a referral, and later saw the hiring post on Facebook.
- Previously worked at PRM Data Quest (6 months - Retail). She left to take a break, explore, and due to a UTI; her father encouraged her to leave the BPO industry at the time.
- Has been unemployed for four months, taking time to reset; she also runs a small sari-sari store in front of her house.
- Originally from Misamis Oriental, but she plans to relocate to Cebu City if hired.
- She felt pressure in her previous role due to insufficient support from her colleagues and supervisor but is confident she can thrive with a supportive leader.
- She frequently consults with her mother, whom she trusts deeply for advice.

- Plans to find housing close to the company's location if hired in Cebu.
- She has shared with her mother her desire to explore new opportunities and gain independence.
- Her mother will be caring for her 13-year-old son and her younger sister while she relocates.
- Assures there won't be any attendance or performance issues, as she is highly dedicated and committed to working hard as a single mother to support her family.
- Expected salary: 16k-18k
- Available to start immediately.

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|---------------|-------------------------------------|---------------|--------------------------|---------------|
| 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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