

INTERVIEW ASSESSMENT FORM

DATE TODAY: 28/11/2024

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:	Joseph Robel	Nickname:	Joseph
Position Applied	CSR- Voice	Marital Status	Single
No. of Kids:	n/a	Age	26 yrs old

Source of Application:

<input type="checkbox"/> WALK-IN	<input type="checkbox"/> FACEBOOK	<input type="checkbox"/> JOBSTREET	<input checked="" type="checkbox"/> MYNIMO	<input type="checkbox"/> REFERRAL pls. specify the name:Text here.	<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	46	Accuracy	100	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	B:12-13k P:18k -25k	Availability	ASAP/ within the week
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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
ResultsCX (BPO)	July - November 2024; 4 months	Comcast	23k	He was not able to activate 3 mobile services. He is not good at sales. Only able to activate 2 mobile services. Rank 1 for having good numbers of CSAT.
Concentrix (BPO)	March 2023 - July 2024; 1 yr and 4 months	Globe (3 months) Ashley Furniture (1 yr and 1 month)	20k -21k	Relocated to Lapu Lapu and he was working at IT Park. Even though he traveled 2 hrs before his shift and was having a hard time managing his time.
Text here.	Text here.	Text here.	Text here.	Text here.

HR Interview

Interviewer:	Hanna	Date Interviewed:	28/11/2024
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Remarks:
 Can wos and okay with PEME.
 Plans to relocate to Cebu City once hired.
 Mother is a housewife; father has passed away.
 From a broken family and does not know how many siblings he has.
 Completed 9 semesters of college and last attended in 2021 but did not finish due to failing two subjects. He would need to repeat the first year due to the new curriculum.
 Has 1 year and 8 months of BPO experience, handling Telco and Retail accounts.
 Experienced in handling and tracking orders, settling defective items with customers, addressing technical issues, and performing service sales.
 Discovered iPloy through an Instagram ad.
 No medical issues and assures full commitment once hired.

Result **Passed** **Failed**

OM/OD Interview

Interviewer:	Iris	Date Interviewed:	28/11/2024
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Remarks:

Comms: 5/10

BPO Experience: almost 2 years(Comcast)

- Highly valuable and self-sufficient, committed to work and performance
- knew the hiring in IG Sponsored Ads, seeking growth opportunities
- Supports himself independently, living in Mactan, Lapu-Lapu; willing to relocate to Cebu City if hired
- Occasionally encounters delays, especially on Sundays, but eager to learn and improve
- Assures no issues with performance and attendance
- Consistently ranked #1 in customer satisfaction (CSAT)
- Salary expectation: 18k-23k all-inclusive
- Can start immediately

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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