

## iGROW COACHING FORM

Full Name: Ivie Pearl Kinakin Trases	Date: Mar 28, 2025
Employee No.: 5519	Immediate Supervisor: Georgeitte Jane Singson

### Issue / Goal - What is the issue and goal of the coaching session?

**Issue:** On Thursday, March 27, 2025, the trainee was 3 minutes late for her scheduled training shift.

Please see the attached snip for reference below:



2025-03-27 11:28:00	in		
2025-03-27 11:31:00	FIRST BREAK OUT		

**Goal:** The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.

### Reality / Options – Root Cause Analysis and Agent's Feedback



• Traffic both from Lapu-Lapu City coming to the site.

iPloy Incorporated  
11th Floor MSY Tower  
Pescadores Road Cebu Business Park,  
Cebu City 6000



**Way Forward – Action Plan and Setting Proper Expectations**

<ul style="list-style-type: none"><li>• Be early</li><li>• Come ahead of time</li></ul>
---

Employee Signature: 	Date: 3-28-2025
Supervisor Signature: 	Date: 3-28-2025