


iGROW COACHING FORM

Full Name: Bebe Jel Into Olayon	Date: Apr 1, 2025
Employee No.: 5539	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Monday, March 31, 2025, the trainee was 4 minutes late for his scheduled training shift.

Please find the attached supporting document:

EMPLOYEE ID NUMBER	NAME	CONTACT NUMBER	LOCKER NO.	TIME	SIGNATURE
5539	Bebe Jel Olayon	9231171959		09:04	

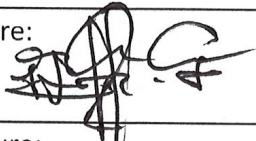

Goal: The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.

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

I ARRIVED AT THE ONE MONTAGE BUILDING AROUND 8:30 PM, PARKED MY MOTORCYCLE AT THE 1st. WHEN I WENT TO THE "UG" THE PEOPLE WERE RUSHING, I FIGURED THAT IT WAS CONGESTED. I WAS ON THE LINE BY 8:40 PM I ALREADY KNOW THAT I WOULD BE LATE SINCE IT'S REALLY QUEUING, I ARRIVED AT THE 11th FLOOR EXACTLY 9:02 AND FILL OUT THE LOGBOOK BY 9:04 PM. I APOLOGIZE FOR BEING LATE.

Way Forward – Action Plan and Setting Proper Expectations

I WILL BE EARLY AS MUCH AS POSSIBLE "30 MINS" BEFORE THE OLD DUTY TIME OR TIME IN. REST ASSURED THAT I WILL NO LONGER COMMIT THE SAME MISTAKE

Employee Signature: 	Date: 01 APR 25
Supervisor Signature: GEORGE JANE SINGSON 	Date: 4/1/25