

## iGROW COACHING FORM

Full Name: Steven Tabor Dacay	Date: May 10, 2025
Employee No.: 5609	Immediate Supervisor: Georgeitte Jane Singson

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

**Issue:** On Thursday, May 8, 2025, the trainee was marked absent. Upon reaching out, he informed us that he was experiencing chills and would be unable to report for his shift. He was advised to send a call-in notification to [onboarding@iploycom](mailto:onboarding@iploycom) and to provide appropriate supporting medical documents to justify his absence.

However, as of this writing, no call-in email or supporting documentation has been received from the trainee regarding his absence.

On Friday, May 9, 2025, the trainee reported back to work without the required documents. He was endorsed by the ER to the clinic for medical evaluation and was subsequently cleared as fit to work.

Please see the attached file for a copy of his Fit-to-Work Evaluation.


**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

sorry for being absent yesterday its because I dont have sleep for 24 hours since I got hired on that specific date which is my 1st day of training. Rest assure it will not happen again and I will do my best and not to compromise my work. Thank you!

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

Moving forward, no more absences, if ever I got sick I will provide supporting documents.

Employee Signature: STEVEN I. DACAY	Date: 05/09/2025
Supervisor Signature: 	Date: 5/9/2025

EMPLOY STAFFING SOLUTIONS, INC.  
9TH FLOOR AYALA CENTER CEBU TOWER, CEBU BUSINESS PARK

**MEDICAL CLEARANCE  
(FIT TO WORK)**

This is to certify that Mr./Ms. Steven Dancy was able to work  
residing in Parade Ave. 7th Come in the district 05/07/2015  
He/She was absent last 05/07/15

This is to certify that I have examined the above mentioned name & hereby advised the following:

Class A: Fit to work

Remarks:

essentially normal at the time of exam

Class B: Fit to work with minor findings

Remarks:

Class C: Not fit to work

Remarks:

~~Dr. Conrad A. Concepcion, M.D.  
Lic. No. 0148714~~

Physician on duty

Signature over printed name

License number

PIR number