



iGROW COACHING FORM

Full Name: Dina Sacamay	Date: May 21, 2025
Employee No.: 5625	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Tuesday, March 20, 2025, the trainee was 3 minutes late for his scheduled training shift.

Please find the attached supporting document:

Employee ID	5625	Location	CEB-Montage
Fullname	Sacamay, Dina	Section	Veronica Shar Mandal
Company	IPLOY, OPC	Department	IPLOY
Year	2025	Month	May
		Day	20

DATE	TYPE	DEVICE
2025-05-20 21:03:00	IN	0
2025-05-20 23:20:00	FIRST_BREAK_OUT	0
2025-05-20 23:47:00	FIRST_BREAK_IN	0

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.

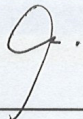

Reality / Options – Root Cause Analysis and Agent's Feedback

I was culture shock by the line at the elevator that ends with my delay going up. or getting in.



Way Forward – Action Plan and Setting Proper Expectations

My action plan would be I would be early leaving home so I can have more minutes if I'm stuck in the elevator line.

Employee Signature: 	Date: 05-22-2025
Supervisor Signature:  GEORGETTE JANE SINGSON	Date: 5/22/2025