



## iGROW COACHING FORM

Full Name: Claudine Ann Maambong May	Date: May 22, 2025
Employee No.: 5627	Immediate Supervisor: Georgeitte Jane Singson

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

**Issue:** On Thursday, March 22, 2025, the trainee was 1 minute late for his scheduled training shift.

Please find the attached supporting document:

Employee ID	5627		
Fullname	May, Claudine Ann Maambong		
Company	IPLOY, OPC	Location	CEB-Montage
Department	IPLOY	Section	Veronica Shar Mandal
Year	2025	Month	May
		Day	22

DATE	TYPE	DEVICE
2025-05-22 02:57:00	LUNCH_OUT	0
2025-05-22 03:54:00	LUNCH_IN	0
2025-05-22 05:00:00	OUT	0
2025-05-22 01:00:00	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**

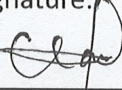

The reason why I am late today, it is because of the parking lot. I still have to wait for a few minutes before I move forward since the security guard still need to write our plate numbers because we don't have an ID yet.



Way Forward – Action Plan and Setting Proper Expectations

Date: May 22, 2025

My action plan for me to avoid this kind of instances,  
i will leave earlier at home for me to come early on site.

Employee Signature: 	Date: 05/22/25
Supervisor Signature: GEORGETTE V. SINGSON 	Date: 5/22/25