



iGROW COACHING FORM

Full Name: Mary Rose Casas Pintor	Date: May 28, 2025
Employee No.: 5634	Immediate Supervisor: Georgeitte Jane Singson

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

Issue: On Monday, May 26, 2025, the trainee arrived 3 minutes late for her scheduled training shift, which was also her first day of training.

Please find the attached supporting document:

5634

Mary Rose Pintor

9386012816

8:03

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.

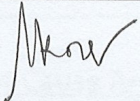

Reality / Options – Root Cause Analysis and Agent's Feedback

I was late that time since I came from Asturias, to get some stuffs to transfer it to my present address or my boarding house. I tried to come on time but there's a lot of things you need to do first before coming to 16th floor, and when I came here I also need to fill out informations so I was out of control ^{the} about a time that day.



Way Forward – Action Plan and Setting Proper Expectations

I commit to come early and to be conscious of the time. I promise to come to the office 1 hour or 30 minutes before ~~the~~^{my} shift. I'll do my best to make sure that it won't happen again.

Employee Signature: 	Date: 05/28/25
Supervisor Signature:  GEORGETTE LANE SINGSON	Date: 5/28/25

iGROW COACHING FORM

Full Name: Mary Rose Casas Pintor	Date: May 29, 2025
Employee No.: 5634	Immediate Supervisor: Georgette Jane Singson

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

Issue: On Monday, May 27, 2025, the trainee arrived 8 minutes late for her scheduled training shift, which was also her second day of training.

Please find the attached supporting document:

Employee ID	5634		
Fullname	Pintor, Mary Rose Casas		
Company	IPLOY, OPC	Location	CEB-Montage
Department	IPLOY	Section	Veronica Shar Mandal
Year	2025	Month	May
		Day	27

DATE	TYPE	DEVICE
2025-05-27 03:00:00	OUT	0
2025-05-27 08:08:00	IN	0
2025-05-27 23:30:00	FIRST_BREAK_OUT	0
2025-05-27 23:55:00	FIRST_BREAK_IN	0

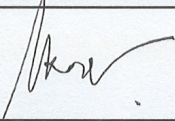

Goal: The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.

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

I was late that time because it was raining. I actually waited for 1 hour for ~~the~~ the rain to stop. but I tried to book for a maxim but no available driver. I just go outside and look for other transportation but it was really hard and I end up coming here wet and late.

Way Forward – Action Plan and Setting Proper Expectations

I commit to come early to avoid being stuck in a heavy rain. I will do my best to find ways to come to work before my shift. I will make sure to buy umbrella and raincoat to prevent myself from getting ~~wet~~ ^{and late} because of the rain.

Employee Signature: 	Date: 05/28/25
Supervisor Signature:  GEORGETTE SINGSON	Date: 05/28/25