

iGROW COACHING FORM

Full Name: Charlotte Ylaya Sevillano	Date: May 28, 2025
Employee No.: 5635	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 16 minutes late for her scheduled training shift, which was also her first day of training.

Please find the attached supporting document:

5635	Charlotte Sevillano	9456476800		8:16	[Signature]
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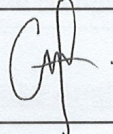

Goal: The goal is to coach the trainee on the importance of reliability and to reinforce that such behavior is unacceptable. Consistent attendance and reliability are essential factors in assessing their suitability and potential for success within the company, especially when you're still a trainee.

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

The reason why I was late on Monday May 26, 2025, is that I woke up 7:00pm in the evening and I wasn't sure if the shift will start at 8:00pm or 9:00pm, since the email I received early morning on Monday was "be there 10-15mins before 9pm" if Rej didn't call me I think I'd be 30 mins late. So when I received Rej's call that the shift will start at 8:00pm. I gather my things and went here directly but still I was late because of the que in the elevator.

Way Forward – Action Plan and Setting Proper Expectations

It won't happen again since I know what's ~~the~~ scheduled time already. and I can adjust ~~already~~ and set things in advance. like plan everything ahead of time. I am very sorry, it won't happen again.

Employee Signature: 	Date: 05 / 20 / 25
Supervisor Signature:  GEORGE SINGSON	Date: 5 / 29 / 25