



iGROW COACHING FORM

Full Name: Michelle Sajo Mopra	Date: March 26, 2026
Employee No.: 5784	Immediate Supervisor: Veronica Shar Mandal

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

ISSUE: The trainee reported to work 2 minutes late for the March 26, 2026 (Thursday) shift.

DATE	TYPE
2026-03-26 21:02:00	IN

GOAL: Punctuality and regular attendance are important conditions of employment. To ensure that the Company and our clients are served in a productive and professional manner, all employees are expected to report to work promptly.

This coaching log documents your coaching session and serves to reinforce the importance of the Company's Attendance Policy, as a trainee, you should now be fully aware of this policy, as it was discussed during New Hire Orientation. Please note that any further incurred tardiness may result in a higher level of corrective action.

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

way back honestly I wasn't able to get up early as what I always due to some reason and it was traffic. I did arrive in the company on time have enough time however wasn't able to punch time in due to no access yet.

Way Forward – Action Plan and Setting Proper Expectations

I always manage ~~my~~ my time and will always do prepare ahead of time and promise to be in the office on time or more enough time. Time management

Employee Signature:	Date: 03/26/2026
Supervisor Signature:	Date: 03-26-2026