**iGROW COACHING FORM**

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|  Full Name: Jamaica Placer | Date: February 3, 2021 |
|  Employee No.: 01564 |  Immediate Supervisor: Phoebe Rendeza |

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

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| Jamaica failed to pass the monthly goal of 75 for the month of January. / To make sure that rep understands the importance of meeting and exceeding the monthly productivity goal. |

**Reality / Options** – Root Cause Analysis and Agent’s Feedback

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| I was not able to reach the quota last month for my internet was not stable sometimes. Also, some of the orders sent to me has been worked already. |

**Way Forward** – Action Plan and Setting Proper Expectations

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| I already upgraded my internet connection. Set proper expectations that next time the agent commits the same offense **this will be dealt with accordingly**. |

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| Employee Signature:  | Date: February 3, 2021 |
| Supervisor Signature:  | Date: February 3, 2021 |