

iGROW COACHING FORM

Full Name: Queenie Villarante	Date: May 18, 2021
Employee No.: 1811	Immediate Supervisor: Lady Mae Lao

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

Agent wasn't able to pass the QA score for the month of April

QA GOAL	QA SCORE
80%	77%


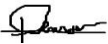
Reality / Options – Root Cause Analysis and Agent's Feedback

There are some lapses that I forgot, I wasn't that mindful of some details. There are some that I didn't really know and should've asked from our team lead.

Way Forward – Action Plan and Setting Proper Expectations

- I will keep in mind all the errors that was corrected by my team lead
- I will ask whenever I don't know how to fix the error or if I am not sure about the error

Set proper expectations that next time that the agent commits the same offense stated above. This will be dealt accordingly.

Employee Signature: 	Date: May 18, 2021
Supervisor Signature: 	Date: May 18, 2021

