**iGROW COACHING FORM**

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|  Full Name: Rolando Delo Santos Jr. | Date: March 18, 2021 |
|  Employee No.: 1844 |  Immediate Supervisor: Metchie Claire Calo |

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

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| Rolando failed to reach the target for the month of February.

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| **AGENT** | **DAILY GOAL** | **DAILY AVERAGE** | **REMARKS** |
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| **Rolando Delo Santos Jr.** | 75 | 60 | **Failed** |  |

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

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| I have failed to reach out constantly for additional orders to work on and I failed to review most of worked orders of mine if it goes back to kickback. |

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

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| Will be proactively reaching out for additional orders and consistently review orders that I worked if it went to kickback so I can still work on it to add up in my productivitySet proper expectations that next time the agent commits the same offense his sanction will progress to ENROLLMENT TO PIP. |

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| Employee Signature:  | Date: March 18, 2021 |
| Supervisor Signature: Image | Date: March 18, 2021 |