**iGROW COACHING FORM**

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|  Full Name: Marie Grapes Navoa | Date: May 20, 2021 |
|  Employee No.: 1973 |  Immediate Supervisor: Metchie Claire Calo |

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

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| Athena failed to reach the QA score for the month of April 2021.

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| **AGENT** | **QA SCORE GOAL** | **QA SCORE** | **REMARKS** |
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| **Marie Grapes Navoa** | 90% | 85% | **Failed** |

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

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| For the month of April I’m having a hard time understanding the updates that is why I was not able to reach the goal score for the quality.  |

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

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| I will make sure to correct my mistakes and try my very best to understand the process. And I will ask my teammates for help so that I will be able to understand more and learn from them. Thank you and God bless.  |

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| Employee Signature:  | Date: May 20, 2021 |
| Supervisor Signature: Image | Date: May 20, 2021 |