**iGROW COACHING FORM**

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| Full Name: Athena Janin Gadiana | Date: May 20, 2021 |
| Employee No.: 2050 | 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.   |  |  |  |  | | --- | --- | --- | --- | | **AGENT** | **QA SCORE GOAL** | **QA SCORE** | **REMARKS** | | | **Athena Janin Gadiana** | 90% | 88% | **Failed** | |

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

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| Due to some constant changes and updates and still learning about the process. There are some instances I might failed to properly check an error on the order. |

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

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| Moving forward I’ll make sure before sending an order, I should double check if there still needs to be fixed.  Set proper expectations that next time the agent commits the same offense **this will be dealt accordingly**. |

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| Diagram, engineering drawing  Description automatically generated with medium confidenceEmployee Signature: | Date: May 20, 2021 |
| Supervisor Signature: Image | Date: May 20, 2021 |