

**iPloy OPC**

9<sup>th</sup> floor, Ayala Center Cebu Tower  
Bohol Avenue, Cebu Business Park  
Cebu City 6000



**END OF PROBATIONARY CONTRACT NOTICE**

October 20, 2022

**Christine Key Tanquillo Rio**

6014 A.S Fortuna St. Floremer Subdivision Banilad, Mandaue City

Dear **Ms. Rio**,

Your probationary employment as a **Customer Service Representative** has been subject to evaluation from the date you were hired up to present. Thus, it is expected that continuing good work performance, attendance and work attitude are to be maintained. You were given expectation to adhere to the department's set standards of your job, as well as company policies and practices, which has been made known to you from the day you were hired.

In view of this, we find that you were not able to meet the standards for you to become a regular employee of iPloy OPC. Thus, we regret to inform you that we are ending your probationary contract effective immediately.

Thank you for the services you have rendered to the company and we hope for your success in your future endeavors.

Very truly yours,

A handwritten signature in black ink, appearing to read "Niegel Arganza", is written over a horizontal line.

Niegel Arganza  
Human Resources

Noted by:

A handwritten signature in black ink, appearing to read "Alfredo Canfarillo Jr.", is written over a horizontal line.

Alfredo Canfarillo Jr.  
Director of Operations

Acknowledged by:

A handwritten signature in blue ink, appearing to read "CHRISTINE Key Rio", is written over a horizontal line.

CHRISTINE Key Rio  
Name Signature Over Printed

**EMPLOYEE PERFORMANCE EVALUATION**

Employee Name: Christine Key Tanquillo Rio	Date Accomplished: 10/07/2022
Employee Number: 2960	Role: CSR-Pumps IT
Employment Status: <b>Probationary</b>	Supervisor: Angielyn Oyao
Evaluation Period: 5th Month	Operations Manager: Angelo Manal

**Instructions to Supervisor:** Supervisors should refer to the employee's job description when completing this form; the evaluation should focus on the employee's ability to perform the job duties listed in the job description. Indicate the evaluation of the employee's job performance by writing a number between 1 and 3 on the blank line to the right of each attribute, in the appropriate column. Use the following scale:

1 = Unacceptable;      2 = Needs Improvement;      3 = Satisfactory

Attribute	Score
<b>QUANTITY OF WORK</b> The extent to which the employee accomplishes assigned work of a specified quality within a specified time period	2
<b>QUALITY OF WORK</b> The extent to which the employee's work is well executed, thorough, effective, accurate.	2
<b>KNOWLEDGE OF JOB</b> The extent to which the employee knows and demonstrates how and why to do all phases of assigned work, given the employee's length of time in his/her current position	2
<b>RELATIONS WITH SUPERVISOR</b> The manner in which the employee responds to supervisory directions and comments. The extent to which the employee seeks counsel from supervisor on ways to improve performance and follows same	2
<b>COOPERATION WITH OTHERS</b> The extent to which the employee gets along with other individuals. Consider the employee's tact, courtesy, and effectiveness in dealing with co-workers, subordinates supervisors, and customers	2
<b>ATTENDANCE AND RELIABILITY</b> The extent to which employee arrives on time and demonstrates consistent attendance; the extent to which the employee contacts supervisor on a timely basis when employee will be late or absent	2
<b>INITIATIVE AND CREATIVITY</b> The extent to which the employee is self-directed, resourceful and creative in meeting job objectives; consider how well the employee follows through on assignments and modifies or develops new ideas, methods, or procedures to effectively meet changing circumstances.	1
<b>CAPACITY TO DEVELOP</b> The extent to which the employee demonstrates the ability and willingness to accept new/more complex duties/responsibilities.	2
<b>PRODUCTIVITY</b> Average daily calls made by the employee indicate productivity and efficiency in performing the task at hand.	2
<b>TOTAL SCORE</b>	17
<b>AVERAGE</b>	1.9

**Comments to Supervisor and Employee:** Supervisors should discuss the evaluation results with the employee. At a minimum, employees must be given a copy of the evaluation for their own records. Both the supervisor and the employee should sign the evaluation form. The employee signature indicates only that the employee received a copy of the evaluation. It does not necessarily signify employee concurrence. Both employees and supervisors are strongly encouraged to include written comments.

EVALUATION



ANGIELYN OYAO 10/07/2022  
(Supervisor Signature and Date)



CHRISTINE KEY RIO 10/10/2022  
(Employee Signature and Date)

Employee Comments (please include date; attach additional paper if necessary):

Working at Iploy is indeed a great and wonderful experience, and I'm currently reflecting on how much I wanted to get this job from the moment I applied and seeing now, it's somehow disappointing because of my inconsistencies. Moving forward, I'd be more responsible this time and till the company decides to cut ties, which I hope won't happen. Thank you.

Supervisor Comments (please include date; attach additional paper if necessary):

MONTH	DAYS	ATTENDANCE			PRODUCTIVITY	
		# OF ABSENCE	TOTAL # OF DAYS	PERCENTAGE	MONTH	%
April	4	0	4	100%	May	68%
May	21	0	21	100%	June	118%
June	22	0	22	100%	July	92%
July	20	1	19	95%	August	68%
August	23	3	20	87%	September	75%
September	21	3	18	86%	<b>AVERAGE</b>	<b>84%</b>
<b>TOTAL</b>	<b>111</b>	<b>7</b>	<b>104</b>	<b>95%</b>		

The agent had some unscheduled absences, starting July up until the month of September, most absences are invalid. Her productivity was affected by this, which sits at 84%. The agent also missed some training with our onshore partner last August. Her attendance had also negatively affected the overall productivity of the team.

**TO BE COMPLETED ONLY AT LAST EVALUATION BEFORE END OF EVALUATION PERIOD:**

**For 6<sup>th</sup> Month Evaluation**

- I recommend this probationary employee become permanent and continuous.
- I recommend this probationary employee be dismissed before the end of the probationary period and will submit the appropriate forms.

**For Annual Evaluation**

- Satisfactory performance **has been** demonstrated throughout the evaluation period.
- Satisfactory performance **has not been** demonstrated throughout the evaluation period.

ANGIELYN OYAO  
Supervisor Signature

10/07/2022  
Date

ANGELO MANAL  
Operations Manager

10/19/2022  
Date

## Minutes of the Meeting

- Employee is aware as to why her attention is being called and that is about the outcome of her evaluation.
  - She also mentioned that ~~it~~ <sup>it</sup> ~~was~~ <sup>was</sup> her 5th month evaluation was discussed by her TL. She also acknowledged that her TL explain every attributes and <sup>and it was explained clearly</sup>
  - Christine was advised to raise if she has confusion / clarification.
  - Christine ~~was~~ <sup>it</sup> expressed that she wants her TL to at least reach out to them whenever they will be out of office.
  - Christine also acknowledged that it was made clear from the start of employment how important the attendance is for it will affect her productivity / performance as well as the team.
  - It was explained to Christine that probationary period is the best time for her to make an impression not only to her TL, company but also to the client since they have direct communication with them and she acknowledged that she understood.
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*Christine*  
CHRISTINE *by* *lu*

Christine Key Rio

Employee	Alleged Infraction	Remedial Action	Date Violation Committed	SANCTION
Christine Key Tanquillo Rio	Rules on Proper Conduct and Decorum Section 12- Unscheduled Absence	Documented Verbal Warning to Dismissal	July 8, 2022	Documented Verbal Warning
Christine Key Tanquillo Rio	Rules on Proper Conduct and Decorum Section 10- Tardiness	Documented Verbal Warning to Dismissal	August 17, 2022	Documented Verbal Warning
Christine Key Tanquillo Rio	Rules on Proper Conduct and Decorum - Section 12 Unscheduled Absence	Documented Verbal Warning to Dismissal	August 25, 2022	Written Warning

September 8, and 9, 2022 No documents

ATTENDANCE					PRODUCTIVITY	
MONTH	DAYS	# OF ABSENCE	TOTAL # OF DAYS	PERCENTAGE	MONTH	%
April	4	0	4	100%	May	68%
May	21	0	21	100%	June	118%
June	22	0	22	100%	July	92%
July	20	1	19	95%	August	68%
August	23	3	20	85%	September	75%
September	21	3	18	86%	<b>AVERAGE</b>	<b>84%</b>
<b>TOTAL</b>	<b>111</b>	<b>7</b>	<b>104</b>	<b>94%</b>		

April

Attendance Report: 2022-04-26 to 2022-04-30

Employee ID	Name	Covered Date	Time In	Time In Date	1st Break OUT	1st Break IN	Lunch Break OUT	Lunch Break IN	2nd Break OUT	2nd Break IN	Time Out	Time Out Date	Entry Type
2960	Christine Key Rio	2022-04-26	21:00	2022-04-26	23:00	21:45	01:00	02:00	04:00	04:15	06:00	2022-04-27	First day of training for the new hires.
2960	Christine Key Rio	2022-04-27	21:00	2022-04-27	23:00	23:15	01:00	02:00	04:00	04:15	06:00	2022-04-28	Punches did not reflect in the board.
2960	Christine Key Rio	2022-04-28	21:00	2022-04-28	23:00	23:15	01:00	02:00	04:00	04:15	06:00	2022-04-29	Interview session with Ben
2960	Christine Key Rio	2022-04-29	20:54	2022-04-29	23:00	23:15	02:00	02:00	04:00	04:15	06:01	2022-04-30	web logs synchr

May

Zapanta, Kimberly	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	10080	10080	3
Gabison, Fritzel	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	10080	10080	3
Laput, Nicole	480	480	470	480	472	480	480	480	480	480	480	480	480	480	480	480	95%	9580	10080	3
Cabiso, Kimberly Roce	480	480	480	479	474	480	471	471	474	480	480	480	480	480	480	480	99%	10024	10080	3
Saycon, Kathleen	480	480	0	480	445	480	480	480	480	480	480	480	461	0	480	480	90%	9066	10080	1
Rio, Christine Key	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	10080	10080	3
Viter, Fulvisis	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	10080	10080	3

June

Zapanta, Kimberly	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	9120	9120	3
Gabison, Fritzel	480	480	480	480	480	480	0	480	480	480	455	480	480	480	480	480	0.8919956	8135	9120	1
Laput, Nicole	480	480	478	480	480	480	480	480	480	480	475	478	480	480	480	480	100%	9105	9120	3
Cabiso, Kimberly Roce	480	480	480	475	469	475	480	480	480	480	480	480	480	480	480	480	0.9976974	9099	9120	3
Saycon, Kathleen	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	9120	9120	3
Rio, Christine Key	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	480	100%	9120	9120	3

## July

Name	07-29	07-30	Reliability	Total Actual Time	Total Expected Time	Score card
#REF!	###	###			14880	
Laudit, Alily Jane	480		100%	9120	9600	3
Florentino, Marve	480		94%	9030.6	9600	2
Villacorta John Christopher	480		85%	8160	9600	1
Sales, Sirtho	480		97%	9326	9600	3
Lovitos, Elden				0	0	
Veloso, Cristy	480		90%	8635.8	9600	1
Bacus, Jingle	480		95%	9120	9600	3
Lidot, Leona	480		100%	9600	9600	3
Gabison, Fritzel	480		75%	7200	9600	1
Moralista, June Grethel	480		100%	9600	9600	3
Remotigue, Frederick Niño	480		60%	5760	9600	1
Saycon, Kathleen	480		90%	8640	9600	1
Laput, Nicole	480		84%	8043	9600	1
Elian, Sittie Ameenah	0		65%	6240	9600	1
Naquines, Eden	480		100%	9565.2	9600	3
Zapanta, Kimberly	480		100%	9600	9600	3
Rio, Christine Key	480		95%	9120	9600	3
Cindy Alegado	480		100%	6240	6240	3
Galera, Mary Ann	480		100%	8909.2	9600	3

## August

Name	31-Aug	Reliability	Total Expected Time	Total Actual Time	Scorecard
Lancy Galer	480	99.88%	11026.80	11040.00	3
Iris Villacor	480	100.00%	11040.00	11040.00	3
Lovitos, Emr			0.00	0.00	
Laudit, Jan	480	99.80%	10539.20	10560.00	3
entino, Ma	480	78.26%	8640.00	11040.00	1
ales, Shan	457	83.60%	9229.20	11040.00	1
eloso, Crist	480	100.00%	11040.00	11040.00	3
acus, Jingl	480	91.30%	10080.00	11040.00	2
idot, Leon	480	82.61%	9120.00	11040.00	1
0			0.00	0.00	
bison, Farr	480	95.41%	10533.00	11040.00	3
aput, Nikk	480	95.65%	10560.00	11040.00	3
oralista, Je	480	100.00%	11040.00	11040.00	3
quines, Er	480	99.47%	10981.80	11040.00	3
motigue, F	480	93.85%	10361.40	11040.00	2
io, Christin	480	85.45%	9433.80	11040.00	1
aycon, Kath	480	86.82%	9585.00	11040.00	1
apanta, Kir	480	100.00%	11040.00	11040.00	3

## September

Name	30-Sep	1-Oct	Reliability	Total Expected Time	Total Actual Time	Scorecard
Lancy Galer	480		73.38%	7397.00	10080.00	1
Iris Villacor	480		100.00%	9120.00	9120.00	3
#REF!	#REF!	#REF!			14880.00	
Laudit, Jan	480		99.69%	10049.00	10080.00	3
entino, Ma	480		100.00%	10080.00	10080.00	3
ales, Shan	480		98.74%	9953.00	10080.00	3
eloso, Crist	480		90.48%	9120.00	10080.00	1
acus, Jingl	480		100.00%	10080.00	10080.00	3
idot, Leon	480		100.00%	10080.00	10080.00	3
ia, Shiela N	480		57.14%	5760.00	10080.00	1
0				0.00	0.00	
bison, Farr			50.00%	4320.00	8640.00	1
aput, Nikk	480		51.92%	5233.20	10080.00	1
oralista, Je	480		100.00%	10080.00	10080.00	3
quines, Er	480		100.00%	10080.00	10080.00	3
motigue, F	480		95.24%	9600.00	10080.00	3
io, Christn	480		85.71%	8640.00	10080.00	1
0				0.00	0.00	
egado, Cin	480		80.95%	8160.00	10080.00	1
apanta, Kir	480		95.24%	9600.00	10080.00	3
ono, Bever	480		100.00%	10080.00	10080.00	3