

END OF PROBATIONARY CONTRACT NOTICE

September 2, 2022

Justine Joy Gosarin Degamo
Urban Poor Buagsong Cordova Cebu 6014

Dear **Ms. Degamo,**

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.

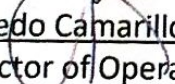
In view of this, we find that you were not able to meet the standards for you to become a regular employee of iPloy OPC. Thus, we regret to inform you that we are ending your probationary contract effective immediately.

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

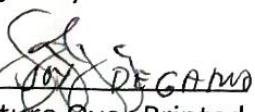
Very truly yours,


Niegel Arganza
Human Resources

Noted by:


Alfredo Camarillo Jr.
Director of Operations

Acknowledged by:


JUSTINE JOY DEGAMO
Name Signature Over Printed

Administrative Hearing Form

Case : _____ Date : September 2, 2022
Employee Involved : Justine Joy Gocarin Degamo Time : _____
Program/ Department : CSR phones Venue : HR ACCT office
Immediate Superior : Jonald Minguan Ref. # : _____

Remarks / Agreement:

- Employee confirms awareness of the company policy being violated, and its provisions and sanctions for Violations against it.
- Employee confirms that the signature on the Notice issued and explanation are his/hers.
- Employee confirmed previous infractions and was given appropriate sanctions and coaching sessions.

Hired Date - May 30, 2022

July 2022 - 4, 7, 18, 27

August 2022 - 11, 12, 15, 16, 17, 23, 25, 26

- Employee is aware about the reason why her attention is being called and as per her because her attendance

- Got 2 because of

- Relationship w/ the supervisor - she got 2 for she has been reminded multiple times through coaching session but still the same no improvement.

- Relationship w/ others - she got 2 for it needs improvement for she always has her own group.

- Attendance and Reliability → she did a good job during her 1st month but in the 2nd & 3rd months, she incurred multiple absences.

- Adaptability to change she got for there's no effort on her end to change and improve the are that she needs to work on.

- Productivity - she did good for she's doing her best to always hit the target

- Justine raise a concern or express her side regarding the cooperation with others for she's not comfortable.

By signing this document, the signatories confirms that they have attended the administrative hearing and has reviewed and agrees to the content of this document.

Additional Attendees during conference:

JONALD MINGUAN

Schedule for FEEDBACK Discussion:

Date: _____
Time: _____
Venue: _____

Conforme:

JUSTINE JOY DEGAMO
Employee / Trainee Involved

JONALD MINGUAN
Immediate Supervisor

Minutes taken by:

Nigel Arganza
Signature on top of printed name

- Justine confirmed that it was made clear to her from the very start ~~was~~ how important the attendance is and it was reiterated by her TL when she was onboarded to the team but still she incurred multiple absences.
 - It was made clear to Justine as well that we send attendance report on a daily basis in order for the TL to update our onshore client.
 - Justine also confirm that ~~the~~ ~~the~~ ~~the~~ i/ploy is not the typical BPO wherein they can just report back whenever they want without any incurr especially they have direct connection/relationship with our onshore client. Hence, the client know their performance including their attendance. Justine acknowledged and confirmed that it's true.
 - It was explained to Justine as well that probationary period is the best time for us to make an impression not only to the TL ~~but~~ but also to ~~our~~ our onshore client. They need to show their commitment and that they are reliable.
 - It was explained to Justine as well that as much as we want to keep her it's just that we have to enforce the company policies.
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JUSTINE V. DE GRAMO

EMPLOYEE PERFORMANCE EVALUATION

Employee Name: DEGAMO, JUSTINE JOY	Date Accomplished: August 26, 2022
Employee Number: 3061	Role: CSR-PHONE
Employment Status: PROBATIONARY	Supervisor: JOHN MINGUAN
Evaluation Period: May 30, 2022-August 30, 2022	Operations Manager: Nino 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
QUANTITY OF WORK The extent to which the employee accomplishes assigned work of a specified quality within a specified time period	2 Please see below as reference.
QUALITY OF WORK The extent to which the employee's work is well executed, thorough, effective, accurate	2 Please see below as reference.
KNOWLEDGE OF JOB 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 Please see below as reference.
RELATIONS WITH SUPERVISOR 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	1- We talked a lot of times about his attendance and it seems that she doesn't value her work and always violates.
COOPERATION WITH OTHERS 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- She never cooperates to all- she's only focus on her group of people that she's comfortable with
ATTENDANCE AND RELIABILITY 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	1- Please see below for the data.
INITIATIVE AND CREATIVITY 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	2

CAPACITY TO DEVELOP

The extent to which the employee demonstrates the ability and willingness to accept new/more complex duties/responsibilities

1- After a lot of conversation about his performance. she is not willing to accept her responsibilities as an agent by reporting to work and willing to learn new things

PRODUCTIVITY

Average daily calls made by the employee indicate productivity and efficiency in performing the tasks at hand

3

TOTAL SCORE

16/9

AVERAGE

1.78

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 Jonald Minguan
(Supervisor Signature and Date)



Justine Joy Degamo
(Employee Signature and Date)

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

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

I could say that I can't keep agents who has issues primarily when it comes to attendance. If you look on those days that the agent was out, in the span of 3 months- she's been sickly at times. We did a lot of several conversation with the agent and provide action plans/resolution personally- it seems that she is not willing to change at all. I gave her a lot of chances to redeem herself cause I am capable to change some of my agents to be on their best behavior yet It seems that she's not giving importance of her job.

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

For 6th 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.

Jonald Minguan
Supervisor Signature

08/26/2022
Date

Nino Angelo Manal
Operations Manager

8/26/22

Date

REFERENCE:

QUANTITY OF WORK and QUALITY OF WORK:

User: Jam Degamo Clear All									
Agent	Answer	Handle	Avg Handle	Avg Talk	Avg Hold	Avg ACW	Hold	Transfer	
<input type="checkbox"/> Jam Degamo	169	173	9m 37s	7m 34s	4m 59s	37s	52	43	

KNOWLEDGE OF JOB:

DUE TO LACK OF KNOWLEDGE, AGENT ALWAYS PUT THE PATIENT ON HOLD AND ASK FOR VERIFICATION. THERE'S NOTHING WRONG WITH ASKING FOR CLARIFICATION BUT SHOULD NOT BE REPETITIVE.

DATE	TIME	SHIFT SCHEDULE	Employee number	Last Name	First Name	DEPARTMENT	TEAM LEADER	SMS/CALL/EM	CALL IN FOR	REMARK
7/6/2022	10:19PM	9:00PM-6:00AM	3061	Degamo	Justine Joy	NY	Jonald Minguan	Email	SL	UTI
7/18/2022	7:13 PM	9:00PM-6:00AM	3061	Degamo	Justine Joy	CSR Phones	Jonald Minguan	SMS	Half Day	Personal Reasons
8/12/2022	8:54 PM	8:30PM-5:00AM	3061	Degamo	Justine Joy	CSR Phones	Jonald Minguan	SMS	Absent	His fiancée's Australian co
8/15/2022	6:26PM	8:30PM-5:30AM	3061	Degamo	Justine Joy	CSR Phones	Jonald Minguan	SMS	SL	Hoarseness of voice
8/16/2022	7:16 PM	8:30PM-5:30AM	3061	Degamo	Justine Joy	CSR Phones	Jonald Minguan	SMS	SL	Hoarseness of voice
8/23/2022	7:51 PM	9:00PM-6:00AM	3061	Degamo	Justine	CSR Phones	Jonald Minguan	SMS	SL	Cough and migraines
8/26/2022	6:36PM	9:00PM-5:30AM	3061	Degamo	Justine Joy	NY	Jonald Minguan	SMS	SL	Keep on vomiting