



One on One Employee Coaching Form

Charice Peña / Coffee Cino / Sheena Coles / 5 Oct 2022

Complete

Score	0 / 0 (0%)	Flagged items	0	Actions	0
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Employee Name

Charice Peña

Department

Coffee Cino

Supervisor/Manager

Sheena Coles

Conducted on

5 Oct 2022 10:49 PST

Audit

Employee Coaching Form

Documentation of concerns, issues or incidents involving:

Metrics/KPIs

Attendance

Describe performance concern or issue (be specific, and include dates and examples)

METRICS

*QA failed (74%)

- Agent did not mention "The call was recorded for quality and training purposes" in her opening spiel.
- Agent used incorrect probing questions. Customer said that he does not drink coffee but the agent asked "How many cups of coffee do you take in a day?"
- Agent closed the call without branding. "Thank you for your time. Bye!"

ATTENDANCE

- Agent incurred 2 absences - August 8 and August 14 (NCNS)
- Agent incurred 5 tardiness instances:
 - August 1 (7 minutes)
 - August 3 (10 minutes)
 - August 9 (2 minutes)
 - August 12 (14 minutes)
 - August 18 (3 minutes)

Describe agreed upon solution(s) or course of action

METRICS

- Charice committed to have a reminder at her station so that she won't forget the important parts of the script which affects her QA score branding and disclaimer.
- She would also listen to the calls of top performers to get best practices.
- I reminded her to always listen to her customers actively so she won't use wrong probing questions.

ATTENDANCE

- Charice will adjust her alarm clock 2 hours before her shift)
- She will update workforce for any emergencies to avoid NCNS tendencies

Follow-up review plan date

26 Nov 2022 14:00 PST

Completion

Full Name and Signature of the Employee

Charice Peña

Charice Peña
5 Oct 2022 10:53 PST

Full Name and Signature of the Supervisor or Manager

Sheena Coles

Sheena Coles
5 Oct 2022 10:53 PST