



One on One Employee Coaching Form

conducted for

Charice Pena

Department

Coffee Cino

Supervisor/Manager

SafetyCulture Staff

Conducted on

31 Aug 2018 04:49 PM


Completed on

31 Aug 2018 05:04 PM

Score

0/0.0 - 0.00%

Audit

Question	Response	Details
Employee Coaching Form		
Documentation of concerns, issues or incidents involving:	Attendance, Metrics/KPIs	
Describe performance concern or issue (be specific, and include dates and examples)	<p>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!"</p> <p>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)</p>	
Describe agreed upon solution(s) or course of action	<p>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.</p> <p>ATTENDANCE - Charice will adjust her alarm clock 2 hours before her shift) - She will update workforce for any emergencies to avoid NCNS tendencies</p>	
Follow-up review plan date	14 Sep 2018 04:49 PM	
Completion		
Full Name and Signature of the Employee	Charice Pena	

Question		Response	Details
Full Name and Signature of the Supervisor or Manager	Sheena Coles		