



## One on One Employee Coaching Form

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

Complete

Score	0%	Flagged items	0	Actions	0
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### Employee Name

Charice Peña

### Department

Coffee Cino

### Supervisor/Manager

Sheena Coles

### Conducted on

05.10.2022 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**

26.11.2022 14:00 PST

## Completion

**Full Name and Signature of the Employee**

*Charice Peña*

Charice Peña  
05.10.2022 10:53 PST

**Full Name and Signature of the Supervisor or Manager**

*Sheena Coles*

Sheena Coles  
05.10.2022 10:53 PST

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