COACHING LOG FORM

Virtual Done Well

Coaching Type				
A – Attendance	P – Performance	N – NPS	B – Behaviour	VB – Verbal Warning
FWW – First Written Warning		SWW – Second Written Warning		O – Others (to specify)

Name: Keith Jason Caoili   **Job Title:** Virtual Assistant

Coaching Type	Remarks	Acknowledgement
N	**Issue:** NPS score dropped from 10 to 8 **Root cause:** Ineffective Time Management As per client's email "overall Keith Is doing really well. However, we would like to see some more chunks of system improvements completed. I think he is being bogged down in every day upload tasks and not actually finishing projects in a good timeline aka. He has been working on the study merger project for a long time. we will work towards finding a way on how he can balance both projects & general uploads." **Goal:** Increase NPS score from 8 to 10 for Feb NPS score **Action Plan:** • Create a 90-day Action plan to have a more structured and organized workflow. This way it will be easier to allot a time and anticipate the completion of projects. • Scrutinize the specifics of every tasks at hand so as not to be overwhelmed by the volume of workload. e.g. categorizing things properly using spreadsheet and reminders.	Date: 06 FEB 2019 Time: 8:33 AM

NATHANIEL B. TXLACAS - 07 Feb 2019

(Signature over Printed Name; Date)   (Signature over Printed Name; Date)

Team Lead   **Manager**