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| STORE: DW UPTOWN MALL | INCIDENT REPORT FORM |
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Date Filed: August 4, 2022

| INVOLVED EMPLOYEE |             | STORE BRANCH MANAGER |                   |
|-------------------|-------------|----------------------|-------------------|
| Name:             | Joanna Cabe | Name:                | Marc Antone Dreza |
| Designation:      | Cashier     | Designation:         | Storehead         |

| INCIDENT DETAILS:     |       |   |                               |
|-----------------------|-------|---|-------------------------------|
| Date: August 04, 2022 | Time: | Nature:<br>Loss: _____<br>Shortage: _____<br>Other: _____ X _____ | Nature Details:<br>Promo Code |

| DESCRIPTION OF INCIDENT:   |  |
|--|--|
| OPERATIONS DEPARTMENT ASSESSMENT   |  |
| (Should space provided be insufficient, you may use separate sheet)  |  |
| <p>Good Day po, Ako po si Joanna Cabe ng Dw Uptown Mall. Mayroon po kaming customer po na magpapakabit po ng tempered s22 ultra, ako po ay ngsabi na kong ok lang po na my bilog sa gitna gawa ng ganon po talga ang texture ng s22 ultra pumayag naman po sya, tapos nong kinabit na po ni Ms Arlene Dugayo, Sabi ko po wag na po muna bayaran after naling po ilagay yung tempered, Nag ok nman po sya, tapos nong patapos na po yung tempered ng sent na po sya sa Gcash pero d ko pa po ntransact ung item sa pos, nong tapos na po kinabit ung tempered pinacheck po namin kong ok lang na my bilog pero medyo nagmomoist po, Tapos ang sabi niya ayaw na daw nya kasi madumi kesho d naman po madumi ng moist lang po gawa ng d pa po sya naiinit sa phone, Tapos ayaw na ng customer e ang sabi ko po pili na lang syang ibang item na iapapalit ayaw din nya sabi niya icashback nalang daw po, Nag iwan naling po sya ng number niya at name sa gcash po,</p> |  |

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|---|---|
| Prepared by:<br>Joanna Cabe<br><b>INVOLVED EMPLOYEE</b><br>Signature over Printed Name  | Noted by:<br>MARC ANTONE DREZA<br><b>STORE BRANCH MANAGER</b><br>Signature over Printed Name            |
| Assessed by:<br><br><b>AREA MANAGERS/STORE OPERATIONS HEAD</b><br>Signature over Printed Name | Endorsed/Approved by:<br><br><b>INTERNAL AUDIT &amp; COMPLIANCE HEAD</b><br>Signature over Printed Name |

