

Apprentice Quarterly Evaluation Form

Guide Name	Mamta Singh
Supervisor name:	Ravindra Kamble
Evaluation Date:	March'22
Dates of period covered:	19th April'22 to 18th May'22

1. Progress against targets for on-the-job training.

Has the apprentice undertaken the tasks set for them? Have they had the opportunity to undertake the learning and skills development identified? Have they undertaken any training required and if not why not?

Mamta, you have delivered \$843 in month of March'22 and received a rating of ME2 for your performance. But then you have lot of invalid disconnects for the month of March'22 where-in you have disconnected the calls without giving disclaimer.

Hence to help you achieve this – we will do refresher training and call listening

2. Training & Learning

Has the apprentice undertaken online or instructor lead trainings successfully?

Please be a part of quality sessions and regular feedback session given by your Supervisor and QA.

Implement the feedback given and try to improve in your call quality guidelines

3. Behaviour and attitude

Has the apprentice followed timely attendance, discipline and schedule?

You have been violating the call disconnection procedures. Call disconnections from guide end is a major impact on customer experience. Ensure this is not repeated and you will call the customer back whenever any call disconnection happens.

We found 14 invalid call disconnections in month of March'22.

This is a critical requirement of your on-job training and are required to adhere to the given guidelines

Supervisor/Trainer Feedback

- *Request you to work on the feedback given on all sessions**
- *Enhance your customer handling skills**
- *Call the customer back when call disconnections happen**

Areas for improvement

As a part of your on-job training, you might miss on the ratings and other opportunities.

These ratings and call protocols critical for your successful completion of on job training that you are currently part of.

Please work on the Call quality guidelines, call disconnection protocols.

Review Mechanism:

Your progress on the aforementioned "Areas of improvement" **will be monitored over the next quarter. If you feel that you are having difficulty achieving these objectives, please inform your supervisor immediately. There will also be informal stock taking sessions at regular intervals over the duration of your Apprenticeship.**

If you do not show continued sustained improvement further action as per company policies, terms of the Contract of Apprenticeship and/or rules laid down shall be taken.

Your signature acknowledges receipt and understanding of this document.

I have read and understood the requirements of this evaluation plan. I understand that my evaluation will be closely monitored, and I will be assessed according to the action items specified in the above plan.

Mamta Singh

Name & Signature of Apprentice

Date:19/04/2022

SREEJITH MENON

Name & Signature of Manager

Date: 19/04/2022

Name & Signature of HR Manager

Date