


Follow Up Action – Notice to Explain:

Based on the given Incident Report, you are given 24 hours from the time of issuance to reply and explain details on the alleged violations incurred. Failure to submit a written response means acceptance of the equivalent disciplinary action based on the company Code of Conduct.

Description/Details of Occurrence (to be filled out by the employee):

During the inbound call, I greeted the caller yet I ~~forgot~~ did not continuously answer or rebutt to the concern that he presented that is why he hung up after few seconds. I apologize for the mistakes that I have done and I look forward (to) on establishing rapport to the clients and a better performance for the new campaign. I am very sorry and I hope you understand me.

Signature Over Printed Name:
CATHREEN JOYCE B. JIMENEZ**Date Signed:**

MARCH 24, 2022


Cathreen Joyce B. Jimenez (Agent)

Employee

Kristine Tejida

Human Resource Officer
Tamaraw Technohub Inc.

**Name and role of person completing this form: Cathreen Joyce B. Jimenez (Agent)****Signature of person completing this form:****Date: March 22, 2023****Date and time of incident: March 22, 2023****Name/s of person/s involved in the incident: Cathreen Joyce B. Jimenez (Agent)**

Details of Incident: Agent was given a task to handle inbound calls for 2 hours as her preparation on her first Saturday duty, on April 1. One of the tenants called in and advised that she received multiple missed calls from the team but the agent failed to assist the tenant, agent did not utter any word from the tenant and the call ended. Agent failed to make the least efforts to solve the query. This incident may result in establishing bad credibility and a bad impression on the tenant and worse, they may go with another cleaning company for the job.

Category: Type I 2nd Offense - INSUBORDINATION**Description: Failure to comply with Campaign's Work Rules or Policies.****Prescribed Penalty: Warning for Suspension****Approved Sanction:****Jennifer P. Antiveros****Immediate Supervisor****Ms. Kristine Tejida****Human Resource Officer
Tamaraw Technohub Inc.**