TAMARAW TECHNOHUB

Agent ScoreCard

Agent	Christian Ralph Ilagan
Campaign	CHR
Assessment Period	February to August 2023
Purpose of Evaluation	Regularization

HPS	%
4	100

Category	Description	Weight	Actual Grade	%	Comments
Cognitive Skills	The agent has the knowledge, mastery, and comprehension of the campaign.	20	4	100	Hee is knowleadgable of the campaign and shows a great initiative in doing the task being requested during his shift.
Communication Skills	The agent can communicate effectively by following a set of standards, such as but not limited to establishing rapport, active listening, fluency, vocabulary, grammar, pronunciation, etc.	25	4	100	He demonstrates a pleasant, calm personality when dealing with other office staff and the client. He also works well with fellow employees.
Thoroughness and Accuracy	The agent gathers relevant information and demonstrates attention to details skills.	15	3	75	Accomplished tasks assigned on time. An open-minded and flexible employee who easily picks up techniques.
Problem-solving Skills	The agent can address the concern and provide the necessary service.	25	3	75	He was able to address the concern of the casuals calling.
Procedural Compliance	The agent follows standard regulations throughout the call.	15	4	100	He was able to take the details of the casuals calling e.g. the name of the candidate calling, asking for the site the casual is working.

Final Score	90	Meets Expectations

Final Recommendation

I recommend Christian Ralph for regularization.

Prepared by:	Verified by:
Ro Anne P. Sarmiento Team Manager	**Kristine Tejida** HR

Approved by:
Francis Antoni C. Cacha Managing Director