



Performance Appraisal - ASIAPAC/EMEA

PERSONAL INFORMATION

Employee name: Francisco,Lanie Bongao	Peoplesoft ID: 00195069
Location: Singapore, null	Position Title: Trainer III
Manager Name: Wadsworth,Bradley Rhea	Date Entered Position: 2005-Mar-01
	Review Period: Performance Year 2005

SECTION I -- KEY RESULTS AREAS (First Half)

List the employee's position responsibilities and objectives, and check the appropriate performance rating. To ensure that both employee and manager know when achievement has occurred, document responsibilities and objectives that are Specific, Measurable, Agreed Upon, Realistic, and Time-Bound. Focus on the four to six most important responsibilities and objectives for the time period. Enter specific supporting comments in the space provided.

KEY RESULT AREAS

RATING

1. Customer Service Training

Exceeds

- Deliver 600 student hours of Training for New Hires as well as Senior Agents
- Enhance PIP and Wholesale VoIP Product Training Courses to focus on Basic Troubleshooting conducted by Operations

Measured by:

- number of student hours
- post-assessment rating of 85% or higher
- relevance of course content to Customer Service needs (Program Evaluation Rating of 85% or higher)

Comments: * Delivered 845 Student Hours for New Hires and Senior Agents, as well as, Service Managers and supervisors (target is 600 Student Hrs)

* Average Post-Assessment rating for PIP is 96%.

* PIP Training Program is Rated 93.1 %, student comments include: Course Materials are on the spot and relevant to Customer Service.

* Wholesale VoIP Training Program is rated 95%, comments from students: course materials are easy to read and relevant to Customer Service Role.

Lanie has made significant progress in improving her training confidence and delivery skills in the 1H 2005. This is evident in the participant feedback scores she has received. Lanie has been able to establish a constructive relationship with Customer Service Management team. She has established consistent monthly meetings to identify their training concerns/requirements. She continues to be a valuable resource to the Customer Service organization.

Lanie conducted in-depth training needs analysis at the beginning of the year for Customer Service, Sales and Operations Department. Tackled the Customer Satisfaction issue in a holistic view (train sales support and operations) for better customer support.

In addition, Lanie provided CCNA Tutorial after hours to deserving Customer Service students (accumulated 30 student hrs). She coached the customer service reps to achieve their career goals (some were promoted as Supervisors and Team Leaders). She provides advice to CS Reps who

would like to advance their career in MCI.

2. Sales and Sales Support

Exceeds

- Deliver 300 Student hours of Training for Sales and other Sales Support Groups (Bid Management/Sales Consultants/TCs)

measured by:

-number of student hours
-post-assessment score of 85% or higher

- Develop (1) new Product Course relevant to sales (2 Training Hrs/course)

measured by:

-relevance of course content to role of Account Managers

Comments: * Delivered 231 Student Hrs for the above mentioned audience.

- Developed online courses for Major account Customers on CARS and Access Manager.
- Engaged Subject Matter Experts (Bid Management, Global Link, Service Delivery, Standard Pricing and F&E) to deliver new hire training for Singapore and India.

Lanie has been very responsive to requests to provide support to the sales organization in Singapore (sometimes out of the scope of the training department). She has received and supported special requests to provide training to an existing MCI customer in order to help secure additional business for MCI. She has often received very short notice, and Lanie continues to demonstrate "can do" attitude and rises to the task every time.

Lanie has demonstrated that she is receptive to feedback. After some recording quality issues with a customer netconference training, Lanie agreed to re-record the materials. Lanie continues to look for areas to improve her skills.

3. -Complete Nortel Certification Course

Significantly Exceeds

measured by:

-Quality of courses developed and prepared out of the Certification Course to be rated through the Program Evaluation Forms (rating: at least 85%)

-Relevance of technical courses to the role of the students

Comments: The VoIP Training Program was rated 94.6%, Program Leader is Rated 96%.

- Comments from Sydney Voice Operations, compared with external course delivered by Nortel, this program is much more relevant to daily tasks in MCI Provisioning and Operations.

Within a short period of time, Lanie was able to become certified on the new Nortel equipment that is

currently being implemented in MCI. In addition, she put in significant hours to develop the training materials and herself to ensure she was focused on helping the Operation's group maintain the new equipment.

As a result of her hard work and dedication to this project, she has significantly exceeded this KRA.

4. Training Dept Admin

Meets

- Maintain training statistics
- Complete all required Performance Mgt Tasks
- Contribute to Marketing Team Meetings
- Contribute to Training Team Meetings
- Manage local Training resources (training room, pens, paper, flipcharts etc)
- Manage Logistics, Registration and Attendance for delivery of all courses

Comments: * Maintained training stats.

* Completed all required performance management tasks.

* Contributes in every Training team meetings.

* Provides help to other Trainers for logistics (booking rooms, flip charts etc...).

SECTION II -- KEY RESULTS AREAS (Second Half)

List the employee's position responsibilities and objectives, and check the appropriate performance rating. To ensure that both employee and manager know when achievement has occurred, document responsibilities and objectives that are Specific, Measurable, Agreed Upon, Realistic, and Time-Bound. Focus on the four to six most important responsibilities and objectives for the time period. Enter specific supporting comments in the space provided.

KEY RESULT AREAS

RATING

5. Customer Service Training

Not Rated

-Continue delivery of student hours of Training for New Hires as well as Senior Agents
 -Potential courses include: Wholesale VoIP Product Training and Refresher course for Senior Agents.

Measured by:

-number of student hours
 -post-assessment rating of 85% or higher
 -relevance of course content to Customer Service needs (Program Evaluation Rating of 85% or higher)

Comments: N/A

6. Sales and Sales Support

Not Rated

-Continue training delivery for Sales and other Sales Support Groups

measured by:

-number of student hours
 -post-assessment score of 85% or higher

Comments: N/A

7. Support the continued training delivery of the Notel VoIP Switch Implementation project for Operations.

Not Rated

Delivery of courses include:

-PI-IP Trunk Provisioning Course
 -Passport Operations & Maintenance Course

measured by:

number of student hours
 -post-assessment score of 85% or higher

Comments: N/A

- 8. Training Dept Admin and Professional Development 2H05** **Not Rated**
- *Training Dept Admin
 - Maintain training statistics
 - Complete all required Performance Mgt Tasks
 - Contribute to Marketing Team Meetings
 - Contribute to Training Team Meetings
 - Manage local Training resources (training re.g. pens, paper, flip charts, etc)
 - Manage Logistics, Registration and Attendance for delivery of all courses

 - *Professional Development
 - Identify 2H development opportunity.

Comments: N/A