FIRST TERM REPORT FOR THE GROUP BILINGUAL EXPERT ON BUSINESS PROCRESS OUTSOURCING

Name of the training program: Bilingual Expert on Business Process Outsourcing
Training program code: 135326
Project name: Elaboration of a proposal of actions to improve the technical procedures for foreign customer service, according to established protocols.
Code: 2326595

REPORT

Attached to this e-mail, you will find the first term report for the aforementioned group undergoing Customer Service training.

The first part of this report is divided into three parts. The first part provides a general outlook to the participants of the group. Those who have average performance and have shown a decent improvement. The second part focuses on outstanding participants. Lastly, the report covers those participants who have not shown a remarkable improvement and/or attitudinal flaws.

In general terms, the following participants have shown a decent improvement, but they are still in need of further practice and improvement.

TRAINEES	CUSTOMER SERVICE TRANING	LANGUAGE TRAINING
Brenda Vanessa Marin Yaquer	She has applied all the recommendations and feedback given. She has improved a great deal in her interactions. Great attitude adjustment, a little shy still.	Even though she has shown an average improvement, she stills needs to work on the basic tenses, such as present tenses and past tenses.
Carlos Mario Alzate Acevedo	It can be told how much he has studied to overcome his weaknesses. Good CX, but he needs to improve in intonation and pronunciation.	He is very disciplined, and he is a keen learner. He has been able to overcome most of grammar gaps. When it comes to his speech, his ideas can get lost due to his choppy accent.

Diana Milena Cano Pelaez	In general, her performance is average. She has a good stuck of vocabulary and she is very resourceful at interacting in controlled practices. Her attitude in class is good as well, but she tends to put off her duties.	She has shown improvement over the last sessions, mostly in grammar and fluency. However, she needs be more committed since she frustrated easily and tends to drop things out of nowhere.
Juan Jose Rodriguez Pineda	His ability to customer care is undeniable, very skillful; nevertheless, he needs to polish his pronunciation.	Great participant. He is a keen learner, and he has improved a big deal. His grammar knowledge has been increasing, and he is very interested in getting better every time.
Mauricio Toro Arias	Mauricio has a very good stock of vocabulary, and he is usually very good at interacting in English, but his attitude has decreased a bit during the last weeks.	He is quite good in terms of language skills. However, he sometimes makes the same mistakes, which shows that he has not studied some topics seen in class; it might be a question of attitude.
Emilia Leguizamón Peñuela	Emilia has had some highs and lows. Her biggest weaknesses are spoken grammar and misspelling, nevertheless, she has managed to deliver good interactions. She still needs to improve.	She is very attentive and participative in class. Despite her attitude is great, her language skills are quite low. She has been sent extra workshops on most of the basic grammar topics. It is hope she can overcome these gaps on time.

On the other hand, the following participants have stood out and shown a great deal of commitment to the process.

Participant's name	CX training	Language Training
Juan Sebastian Acevedo Mahecha	He came from low to high, not only in hard skills, but also soft skills. His interactions grow better by the day.	He is a very committed learner. He is very curious, and he is good at expressing himself.
Cristhian Daniel Suarez Zamora	Great attitude, great performance.	His English skills are well-developed. Besides, his attitude and kindness make him an excellent student.
Andres D Alesandro Hoyos Sanchez	In spite of some minor slips, one of the best agents-to-be.	The only thing he might need to be focused on is his commitment since he can be very lazy and not punctual to get to class.
Andres Felipe Mahecha Paramo	In spite of some minor slips, he has a great attitude and is one of the best agents-to-be	Great participant. His English skills are well-structured, and he is very participative.
Cristian Camilo Londoño Martinez	In spite of some minor slips, he has a great attitude and is one of the best agents-to-be	Excellent learner, one of the best. The only thing he needs to improve is his typing skills and spelling.
Valeria Giraldo Roman	Great attitude, great performance.	She is a great student; very attentive and committed. When it comes to her speech, she needs to polish the "th" sound, she needs to trust

		herself a bit more since she blocks when she needs to speak in public.
Eliana Giset Castro Lame	Great attitude, great performance.	She a very good student. She might not be participative enough, but she always giver her best when learning and practicing.
Laura Daniela Cuevas Murillo	She gets very nervous when interacting, but she usually does a great job. Lowering her anxiety filter is a must.	Great student. Her English skills are well-structured, and she knows how to express herself with the necessary number of words.
Camila Lopez Arias	Despite of her thick Colombian accent which she is struggling to overcome, she is a great participant.	One of the most disciplined learners. She has a good grammar, and she has a good performance. However, her accent can be thicker than expected and her anxiety might block her performance time to time.
Kelly Juliana Muñoz Raigoza	In spite of some personal and health problems she has had, she has the language and verbal tools to perform as an agent.	Great student. She needs to polish some of grammar and pronunciation aspects.

Lastly, the following participants have either attitudinal issues or have not shown progress when interacting.

Participant's name	**CX training**	**Language Training**
Stefania Villada Soria	Medium to low language performance in	She can do better, but she is not as committed as she should be.

	interactions, shows no meaningful progress.	
Julian Andres Posada Torres	Poor language performance, shows no progress at all in CX	Even though he expressed his excitement to be part of the program, he has not been very attentive as he must.
Kevin Enciso Daza	Poor language performance, shows no progress at all in CX	His attitude is quite a problem since he seems disinterested while he is in class.
Maria Fernanda Rios Muñoz	Medium to low language performance in interactions, shows no meaningful progress	Due to some health issues, she has not reached a good performance.
Ricardo Jose Gaitan Vera	Poor language performance, shows no progress at all in CX	His language skills are quite basic, and his attitude is not the best.
Samuel Edilson Varon Galindo	Fair language performance, medium CX performance, not very committed.	When it comes to language skills, he is average, but his lack of commitment has affected his performance.
Shadai Palacios Riveros	Poor language performance, she has shown little timid progress in CX.	She can do better, but she is very unstable in her learning process. Therefore, her performance is low.

However, we think the first part of the next trimester will be critical to shape up those participants who still show flaws, or to dismiss those who would not meet the class expectations.

Regards,

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