



**January 26, 2017**

**Lanza, Alfred  
545657  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Alfred,**

This is to inform you that you are receiving a 2<sup>nd</sup> warning for not meeting the requirement of 90% and above in adherence for the week of Jan 16<sup>th</sup>-22<sup>nd</sup>.

**Your score is 76.2%.**

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If that is being exceeded to the 4<sup>th</sup> week of failure a suspension will be process.

**Angela Hinds  
Workforce Manager**