



**May 9<sup>th</sup>, 2017**

**Guillermo Emmanuel  
545062  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Emmanuel,**

This is to inform you that you are receiving a 3<sup>rd</sup> warning for not meeting the requirement of 90% and above in adherence for the week of May 1<sup>st</sup> - 7<sup>th</sup>. You have overall 4 weeks below 90% within the last 12 weeks.

**Your score is 59.5%.**

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**