



**November 9, 2016**

**Villanueva, Alexia  
545181  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Alexia,**

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 Oct 31<sup>st</sup> – Nov 6<sup>th</sup>.

**Your score is 88.1%**

Please note that our adherence policy was developed by taking into consideration that there are unexpected events that may impact your weekly adherence score, therefore three (3) weeks is the maximum number of failures allowed within a twelve (12) weeks period. If you reach 4 weeks of Adherence Violation a suspension will be process.

Please take this seriously. Remember your adherence is a matter of decision.

**Angela Hinds  
Workforce Manager**