

May 16th, 2017



**Mendez Samuel
545083
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Samuel,

This is to inform you that you have 5 weeks below 90%. Please ensure to adhere to your schedule shift. You didn't meet the requirement for May 8th- 14th.

Your score is 79.51%.

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If you failed to reduce you amount of bad weeks further disciplinary will process leading to removal from the account.

**Angela Hinds
Workforce Manager**