



**November 22, 2016**

**Leonardo, Michael  
545442  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Michael,**

This is to inform you that you are receiving a 1<sup>st</sup> warning for not meeting the requirement of 90% and above in adherence for the week of Nov 14<sup>th</sup> - 20<sup>th</sup>.

**Your score is 85.2%.**

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**