



February 20, 2017

**Briceno, Ginette
545025
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Ginette,

This notification is to inform you that you are receiving a Warning for not completing your scheduled 45 hours for the week Feb 13-19, 2017.

As seen below, you had 11:53:53 minutes missing due to being absent on Feb 16th and Feb 18th, 2017.

Agent	Login	Hours Planned	Hours Delivered	Missing Hours
Briceno Ginette	545025	45:00:00	33:06:07	11:53:53

Please take this warning seriously as your attendance is very important towards you being able to acquire a 90% Adherence by the end of the training time frame.

**Angelique Frazer
Training Manager**