



February 2, 2017

**Jones, Michael
545010
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Michael,

This is to inform you that you are receiving a Written Warning for Idle Screen behavior. On Jan 28th, 2017 you were evaluated externally as per file number 9128586363470010191 and you were penalized as displayed below:

*Michael, you opened the call in a timely manner and assisted the customer politely. Please try to display more eagerness when assisting the customer (00:21), (00:49), (01:30); **at (01:00) you informed the customer that you checking the information regarding the customer's issue; however, the screen remained idle from (01:04) to (01:16).** Overall, you managed the call in a professional manner.*

Please take this warning seriously as a 3rd offense is a Suspension from Human Resources.

**Angelique Frazer
Training Manager**