

**May 16<sup>th</sup>, 2017**



**Lanza3 Rita  
545590**

**Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Rita,**

This is to inform you that you will received a 2nd warning for not meeting the requirement of 90% and above in adherence for the week of May 8<sup>th</sup> – 14<sup>th</sup>. You have 2 weeks overall below 90% within the last 12 weeks.

**Your score is 58.35%.**

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**