



**February 16, 2017**

**Villanueva Alexia**

**545181**

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

**Dear Alexia,**

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 Feb 6<sup>th</sup> -12<sup>th</sup>.

**Your score is 18.8%.**

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**