



November 22, 2016

**Zelaya, Natisha
545180
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Natisha,

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

Your score is 71.1%.

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If that is being exceeded to the 4th week of failure a suspension will be process.

**Angela Hinds
Workforce Manager**