



January 19, 2017

**Lanza, Rita
545590
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Rita,

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 Jan 9th-15th.

Your score is 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 4th week of failure a suspension will be process.

**Angela Hinds
Workforce Manager**