



**February 4<sup>th</sup>, 2017**

**Castro, Karecia  
545132  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

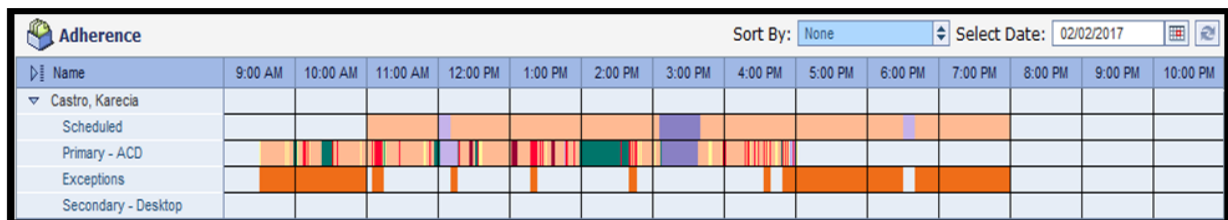
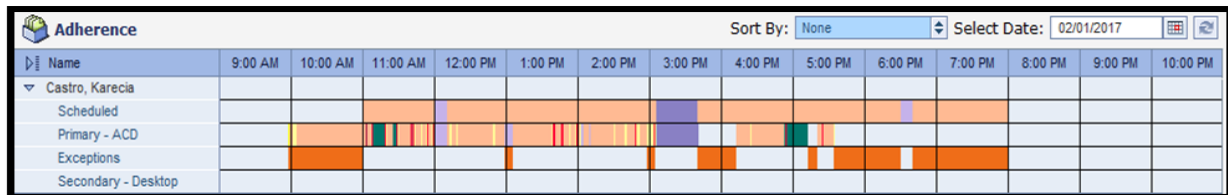
**Dear Karecia,**

This is to inform you that you are receiving your 1<sup>st</sup> Written Warning for not completing your scheduled 45 hours for the week Jan 30 –Feb 5, 2017 and for shift abandonment on Feb 2<sup>nd</sup> and 3<sup>rd</sup>, 2017.

You only completed 40:20:09 hours and had 4:30:51 hours missing.

On Feb 2<sup>nd</sup> and 3<sup>rd</sup> you were scheduled to work from 11:00AM-8:00PM but left without permission at 5:34PM and 5:00 PM respectively.

Displayed below is a screen shot of your impact for Feb 2<sup>nd</sup> and 3<sup>rd</sup> respectively.



**Please note that a 2<sup>nd</sup> offense will warrant an Accountability Talk with OM + Suspension 3 days**

**Angelique Frazer  
Training Manager**

13 ½ Miles Phillip Goldson Highway, Burrell Boom, Belize  
Tel: 228-0010/2280011