



February 28, 2017

**Lucas, Shemmon
545074
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Shemmon,

This is to inform you that you are receiving a Written Warning for not completing your scheduled 45 hours for the week Feb 20-26, 2017.

Agent Name	Login	Hours Planned	Hours Delivered	Missing Hrs
Lucas Shemmon	545074	45:00:00	34:06:53	10:53:07

Please take this warning seriously as a 3rd offense is a Suspension from Human Resources.

**Angelique Frazer
Training Manager**