



February 28, 2017

**Jones, Shannon
545275
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Shannon,

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
Jones Shannon	545275	45:00:00	44:03:10	0:56:50

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

**Angelique Frazer
Training Manager**