



May 9th, 2017

**Pena Luciano
545186
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Luciano,

This is to inform you that you have 3 weeks below 90%. Please ensure to adhere to your schedule shift. You didn't meet the requirement for May 1st – 7th.

Your score is 31.55%.

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**