

May 16th, 2017



**Williams, Emely
545194
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Emely,

This is to inform you that you will received a 1st warning for not meeting the requirement of 90% and above in adherence for the week of May 8th – 14th. You have 1 week overall below 90% within the last 12 weeks.

Your score is 76.41%.

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**