

May 23rd, 2017



**Turton Esther
545519
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Esther,

This is to inform you that you have 2 weeks below 90%. Please ensure to adhere to your schedule shift. You didn't meet the requirement for May 15th – 21st.

Your score is 54.2%.

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**