



**May 9<sup>th</sup>, 2017**

**Leonardo Lorenzo2  
545501  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Lorenzo,**

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 1<sup>st</sup> – 7<sup>th</sup>.

**Your score is 59.7%.**

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If that is being exceeded to the 4<sup>th</sup> week of failure a suspension will be process.

**Angela Hinds  
Workforce Manager**