



**May 4, 2017**

**Baptist Monica  
545164  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Monica,**

This is to inform you that you are receiving a 1<sup>st</sup> warning for not meeting the requirement of 90% and above in adherence for the week of April 24<sup>th</sup>-30<sup>th</sup>.

**Your score is 81.4%.**

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**