



**November 14, 2016**

**Lord, Keisha  
545621  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Keisha,**

This is to inform you that you are receiving a 3<sup>rd</sup> warning for not meeting the requirement of 90% and above in adherence for the week of Nov 7<sup>th</sup> – 13<sup>th</sup>.

**Your score is 76.6%.**

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**