



**May 16<sup>th</sup>, 2017**

**Soler Aiana  
545217  
Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Aiana,**

This is to inform you that you have 5 weeks below 90%. Please ensure to adhere to your schedule shift. You didn't meet the requirement for May 8<sup>th</sup>- 14<sup>th</sup>.

**Your score is 57.11%.**

Please note that you are allowed to have 3 weeks of failure within a 12 weeks period. If you failed to reduce you amount of bad weeks further disciplinary will process leading to removal from the account.

**Angela Hinds  
Workforce Manager**