



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

**Austin Latifa  
545014**

**Customer Service Representative  
Ready Call Center  
Burrell Boom**

**Dear Latifa,**

This is to inform you that you will received a 2<sup>nd</sup> warning for not meeting the requirement of 90% and above in adherence for the week of May 8<sup>th</sup> – 14<sup>th</sup>. You have 3 week overall below 90% within the last 12 weeks.

**Your score is 79.18%.**

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**