

May 16th, 2017



**Ferguson Sheryl
545235
Customer Service Representative
Ready Call Center
Burrell Boom**

Dear Sheryl,

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 8th- 14th.

Your score is 19.96%.

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

**Angela Hinds
Workforce Manager**