



February 4, 2017

Baiza, Benny
545162
Customer Service Representative
Ready Call Center
Burrell Boom

Dear Benny,

This is to inform you that you are receiving a Written Warning for Idle Screen behavior. On Feb 4th, 2017 you were evaluated externally as per file number 9128649293440000191 and you were penalized as displayed below:

Benny, you provided your opening in a timely manner and you requested the reason of the call first. However, try to sound more enthusiastic while speaking with the customer (3:44) (5:53). I noticed you requested time to check the account, however from (2:30) to (3:00) no actions were taken. Avoid interrupting the customer (3:41). You completed the transaction successfully.

Please take this warning seriously as a 3rd offense is a Suspension from Human Resources.

Angelique Frazer
Training Manager