

## Re: JP8915 - Food Service Worker

Lowery, Michelle <mlowery@chla.usc.edu>

Mon 3/22/2021 5:35 PM

To: Adam Guerra <adam.guerra@theservicecompanies.com>

Cc: **Staffing Deployment Team** <deployment@theservicecompanies.com>; Rubio, Jesus <jerubio@chla.usc.edu>

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

|                  |  |             |  |                      |                   |                   |
|------------------|--|-------------|--|----------------------|-------------------|-------------------|
| <b>Name:</b>     |  | <b>ID:</b>  |  | <b>x #:</b>          | <b>Reg/State:</b> |                   |
| <b>Facility:</b> |  | <b>FID:</b> |  | <b>Placement ID:</b> |                   | <b>Pay Cycle:</b> |

  

**Week 1**

| Date                | Unit | Time In (24h) | Meal Period (mins) | Time Out (24h) | Daily Totals (In exact hours and minutes) |           |         |              |  |  |  |  | Shift not worked at request of:<br>F-Facility<br>HP-Healthcare Prof |
|---------------------|------|---------------|--------------------|----------------|-------------------------------------------|-----------|---------|--------------|--|--|--|--|---------------------------------------------------------------------|
|                     |      |               |                    |                | Regular                                   | Call Back | On Call | Charge Nurse |  |  |  |  |                                                                     |
| 3/20/21             |      | 07:00         | 1200               | 03:30          |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
| <b>WEEKLY TOTAL</b> |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |

  

**Week 2**

| Date                | Unit | Time In (24h) | Meal Period (mins) | Time Out (24h) | Daily Totals (In exact hours and minutes) |           |         |              |  |  |  |  | Shift not worked at request of:<br>F-Facility<br>HP-Healthcare Prof |
|---------------------|------|---------------|--------------------|----------------|-------------------------------------------|-----------|---------|--------------|--|--|--|--|---------------------------------------------------------------------|
|                     |      |               |                    |                | Regular                                   | Call Back | On Call | Charge Nurse |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
|                     |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |
| <b>WEEKLY TOTAL</b> |      |               |                    |                |                                           |           |         |              |  |  |  |  |                                                                     |

  

### Special Pay Instructions

Empl Rec # \_\_\_\_\_ PPE Date: \_\_\_\_\_

Contact info: \_\_\_\_\_

I affirm that the time recorded above is accurate and all required approvals have been obtained.

Dated: \_\_\_\_\_ Healthcare Professional's Signature: \_\_\_\_\_

The undersigned certifies that he or she is an authorized representative of the client company and that the above record of time worked by the named employee is correct. Payroll cannot process timecards without an authorized signature.

Dated: \_\_\_\_\_ Facility Authorization: \_\_\_\_\_ Title: \_\_\_\_\_

Received by 5:00 pm PT Monday after the end of the pay period.

Thank you for printing neatly and within the boxes.

14137

Michelle Lowery

On Mar 22, 2021, at 5:25 PM, Adam Guerra <adam.guerra@theservicecompanies.com> wrote:

**CAUTION: BE CAREFUL WITH THIS MESSAGE**

This email came from outside CHLA. Do not open attachments, click on links, or respond unless you expected this message and recognize the email address: adam.guerra@theservicecompanies.com.

Hi Michelle,

For the record, a staff request will never be received as annoying! I have placed these dates on our calendar for you and will reconfirm with Jacqueline as the dates become closer. Thanks so much for allowing us to assist with your staffing needs. Also, side note, are you by chance able to assist in retrieving staff hours for a dishwasher, Eddie Thompson who worked Saturday 3/20, we have been unable to reach Jesus Rubio to confirm hours for that shift and will result in a delayed payment for Eddie if we do not receive this?

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies  
2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974  
**E:** adam.guerra@theservicecompanies.com

[theservicecompanies.com](https://theservicecompanies.com)

---

**From:** Lowery, Michelle <mlowery@chla.usc.edu>  
**Sent:** Monday, March 22, 2021 3:28 PM  
**To:** Adam Guerra <adam.guerra@theservicecompanies.com>  
**Cc:** Staffing Deployment Team <deployment@theservicecompanies.com>  
**Subject:** RE: JP8915 - Food Service Worker

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

I'm so annoying, sorry Adam. Please see additional dates needed below.

4/18 12:00-8:30PM

4/19 12:00-8:30PM

4/23 12:00-8:30PM

4/25 12:00-8:30PM

Thanks!

-Michelle

---

**From:** Lowery, Michelle

**Sent:** Monday, March 22, 2021 1:39 PM

**To:** 'Adam Guerra' <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** RE: JP8915 - Food Service Worker (EXTERNAL EMAIL)

Adam, I also have April 9<sup>th</sup> 12-8:30PM if she's available

Thanks

-Michelle

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Monday, March 22, 2021 11:50 AM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

I have confirmed Jacqueline for Friday 3/26 6am, please see attached updated timeslip and link below.

<https://www.taborca.net/clientJob.aspx?uc=kubhmceAIQXowBWaTPPPIchpdcGQxYuoqvoTQCPkulueoccN>

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

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**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Sent:** Monday, March 22, 2021 11:36 AM  
**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** Re: JP8915 - Food Service Worker

Hi Michelle,

To confirm this is for Friday March 26th 6am correct?

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

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**Sent:** Monday, March 22, 2021 11:35 AM  
**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** Re: JP8915 - Food Service Worker

Hi Michelle,

I have reached out to Jacqueline and will update right away upon her response as I am confident she will confirm.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Sent:** Monday, March 22, 2021 11:15 AM  
**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** RE: JP8915 - Food Service Worker

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I have hours for this Friday March 24<sup>th</sup> 6:00AM-2:30PM if she is interested.

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**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Sent:** Monday, March 22, 2021 11:03 AM  
**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Copy that, sounds good, thank you.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies  
2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Sent:** Monday, March 22, 2021 10:57 AM  
**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** RE: JP8915 - Food Service Worker

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You're welcome Adam! It's been a pleasure working with Jacqueline. I'm looking at my current schedule and will let you know of additional days we need help

Be well,

*Michelle Lowery, RD*

Food Operations Manager III | Food and Nutrition Services

Children's Hospital Los Angeles

4650 Sunset Blvd | Los Angeles, CA 90027

Office: 323-361-4912 | Ext 14912 | [mlowery@chla.usc.edu]mlowery@chla.usc.edu

<image001.jpg>

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Monday, March 22, 2021 10:45 AM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

Thank you so much for your timeslip submission of Jacqueline's hours. How did the weekend go? I have attached timeslips for the upcoming requested shifts as well as submission links below. Please advise should Jacqueline be needed for other shifts as she is fully available and interested in working more at your location.

3/28:

<https://www.taborca.net/clientJob.aspx?uc=kubhmceAIQXowBWaTPPPIchpdcGQxYuoqvoTQCPkulueoccN>

3/31&4/4:

<https://www.taborca.net/clientJob.aspx?uc=ksKyDMIfFWBtDGckyAvULKNcTyuTBdQDSbXHevmmhuYugtCs>

4/11:

<https://www.taborca.net/clientJob.aspx?uc=RxgfUnfEuGIsaBkfjhJbrhrYbUfSGUTtmldPEvgCgOANUWUX>

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Thursday, March 18, 2021 12:59 PM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** RE: JP8915 - Food Service Worker

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Great. Thanks so much!

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Thursday, March 18, 2021 12:58 PM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

Yes ma'am, correct, either/or is fine so long as received by Monday EOD. Please advise if Jacqueline develops a schedule outside of the list of dates you provided yesterday. Hope all goes well!

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

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**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

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---

**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Thursday, March 18, 2021 12:55 PM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

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Fantastic, thank you Adam. To clarify, I will need to input hours via the link or scan over the physical copy, correct?

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Thursday, March 18, 2021 12:14 PM

**To:** Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>  
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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Lars,

Thank you very much for this clarification!

[@Lowery, Michelle](#), with everything Lars has brought to light regarding timekeeping, I need to advise that our internal payroll cycle runs Monday thru Sunday and ask that all hours for previous week are received by Monday EOD, because our payroll has a hard processing time of Tuesdays 7am PST, any hours received after the Tuesday 7am processing get delayed until the following pay period. In an effort to assist with ensuring all staff hours are received in time for staff to receive timely payments we provide the timeslip form (which staff are trained to expect to complete at every shift), and submission link as I provided you already for this weekend. Also, side note, I relayed Jacqueline her KRONOS ID so she should have been prepared to clock-in for you today. Please let me know if you have any questions or concerns.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies  
2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Sent:** Thursday, March 18, 2021 11:51 AM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>; Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

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Hi Adam,

Unfortunately, only Sodexo has visibility and access into Kronos, so Monument and the suppliers need to wait on the hours to feed over every Tuesday evening. That being said, the Kronos and Sodexo team and working hard to increase the frequency of the feed, so that you can view the hours in Sodexo Temp Finder on a daily basis.

Until then, your hiring managers can report the hours to you separately.

Thanks!

Lars

*NOTE- Due to the COVID-19 outbreak, my office will be working remotely. Please contact my cell as listed below if you need to contact me via phone. Thank you!*

**Lars Keeley | Account Manager | Monument Consulting, LLC**

336.749.3007 Cell | 855.723.9600 Office

[Lars.Keeley@monumentconsulting.com](mailto:Lars.Keeley@monumentconsulting.com) | [www.linkedin.com/in/larskeeley/](https://www.linkedin.com/in/larskeeley/)

[www.monumentconsulting.com](https://www.monumentconsulting.com)

<image002.png>

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Thursday, March 18, 2021 2:25 PM

**To:** Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** Re: JP8915 - Food Service Worker

Hi Lars,

Thank you so much, I was able to locate this myself following your guide here! This will be my first time working with a property that is actually setup and ready to utilize KRONOS for our staff, is there a way for us as providers to view staff hours or will clients still need to report them to us?

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

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**Sent:** Thursday, March 18, 2021 8:23 AM

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Good morning!

I can provide some clarity here – the Kronos ID can be found in Sodexo Temp Finder in the workers details and is listed as the “Buyer Reference.” Please see the screenshot below for reference – her Kronos ID is 2033909

Additionally – this information automatically feeds over into Kronos, so this worker should be visible in the hiring managers online Kronos portal as well!

<image003.jpg>

Thanks!  
Lars

*NOTE- Due to the COVID-19 outbreak, my office will be working remotely. Please contact my cell as listed below if you need to contact me via phone. Thank you!*

**Lars Keeley | Account Manager | Monument Consulting, LLC**

336.749.3007 Cell | 855.723.9600 Office

[Lars.Keeley@monumentconsulting.com](mailto:Lars.Keeley@monumentconsulting.com) | [www.linkedin.com/in/larskeeley/](https://www.linkedin.com/in/larskeeley/)  
[www.monumentconsulting.com](http://www.monumentconsulting.com)

<image002.png>

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**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Wednesday, March 17, 2021 6:55 PM

**To:** 'Adam Guerra' <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>; Victoria Arballo <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>

**Subject:** RE: JP8915 - Food Service Worker

Thank you, in the meantime, please let her know she may come starting tomorrow from 12-8:30. Until she is uploaded into the system, is there a specific way you want her to submit her hours?

**Uniform:**

- Black work pants (no jeans or yoga pants)
- Non-slip shoes
- Solid color polo shirt (preferably red)

Tell her she can park underneath the hospital tomorrow and I will provide her with parking validation until she is assigned a parking spot. When she arrives, she will need to be screened for COVID at the front of the hospital. She can then request for me at guest services and I will escort her back to the HBO café.

Thank you,

*Michelle Lowery, RD*

Food Operations Manager III | Food and Nutrition Services

*Children's Hospital Los Angeles*

4650 Sunset Blvd | Los Angeles, CA 90027

Office: 323-361-4912 | Ext 14912 | [mlowery@chla.usc.edu]mlowery@chla.usc.edu

<image001.jpg>

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**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Wednesday, March 17, 2021 3:00 PM

**To:** 'Victoria Arballo' <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi [@Sodexo](#)

Referring back to Monument for assistance per Victoria's OOO.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Wednesday, March 17, 2021 2:55 PM

**To:** 'Victoria Arballo' <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Subject:** Re: JP8915 - Food Service Worker

Hi [@'Victoria Arballo'](#)

Are you able to confirm, how I can identify Job Seeker clock-in ID please?

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

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**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Wednesday, March 17, 2021 2:51 PM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>; 'Victoria Arballo' <[Victoria.Arballo@monumentconsulting.com](mailto:Victoria.Arballo@monumentconsulting.com)>

**Subject:** RE: JP8915 - Food Service Worker

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Thank you. I believe there is a section that is needed to be completed on your end in order to obtain the 7 digit ID number.

Please reach out to Sodexo monument consulting or Victoria Arballo regarding this requirement & let me know if and when it is processed.

-Michelle

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Sent:** Wednesday, March 17, 2021 2:24 PM  
**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>  
**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

Please see attached completed form, Jacqueline has confirmed for all dates as listed, which begins tomorrow, shall we move forward with those dates for now or something different? As far as her Sodexo ID for Kronos, I am unfamiliar with this, would this be jacqwils0919 ?

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies  
2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

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**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Sent:** Wednesday, March 17, 2021 2:00 PM  
**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>  
**Subject:** RE: JP8915 - Food Service Worker

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Hi Adam,

This is great news. Thank you. Are you able to have the employee fill out the attached form? It is to ensure that she has a badge for identification purposes, has access throughout the hospital and we can set her up with parking.

Can you also confirm that she will have a Sodexo ID number so that she can clock in and out for her scheduled shifts to ensure timely payment?

Let me know when she is able to start so that I can put together a training schedule.

Thanks!

*Michelle Lowery, RD*

Food Operations Manager III | Food and Nutrition Services

*Children's Hospital Los Angeles*

4650 Sunset Blvd | Los Angeles, CA 90027

Office: 323-361-4912 | Ext 14912 | [mlowery@chla.usc.edu]mlowery@chla.usc.edu

<image001.jpg>

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**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Wednesday, March 17, 2021 1:12 PM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

I have someone available to commit to all listed shifts and have submitted job seeker to JP8915. Jacqueline's background check is from her hire date in 2019 and meets attestation form requirements, please advise if you require an additional at this time? I will also keep an eye out for the Work Order so I can do a final confirmation on all dates with Jacqueline.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Wednesday, March 17, 2021 10:54 AM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Subject:** RE: JP8915 - Food Service Worker

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Thank you so much

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Wednesday, March 17, 2021 10:54 AM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Hi Michelle,

Understood, I will reach out to our current staffing pool and will update shortly on our efforts.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

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**From:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Sent:** Wednesday, March 17, 2021 10:46 AM

**To:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Subject:** RE: JP8915 - Food Service Worker

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Hi Adam!

So sorry for the delayed response. I still need assistance with coverage. Background check is required but if you already have it completed I will not be processing another one. Current shifts needing coverage are listed below:

3/18 12-8:30PM

3/19 12-8:30PM

3/21 12-8:30PM

3/28 12-8:30PM

3/31 12-8:30PM

4/4 12-8:30PM

4/11 12-8:30PM

There is not a consistent schedule as it varies week by week.

Let me know if you have any other additional questions.

Thanks,

*Michelle Lowery, RD*

Food Operations Manager III | Food and Nutrition Services

*Children's Hospital Los Angeles*

4650 Sunset Blvd | Los Angeles, CA 90027

Office: 323-361-4912 | Ext 14912 | [mlowery@chla.usc.edu]mlowery@chla.usc.edu

<image001.jpg>

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**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>

**Sent:** Wednesday, March 17, 2021 9:04 AM

**To:** Lowery, Michelle <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>

**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>; Sodexo <[Sodexo@monumentconsulting.com](mailto:Sodexo@monumentconsulting.com)>

**Subject:** Re: JP8915 - Food Service Worker (EXTERNAL EMAIL)

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[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com).

Good Morning Michelle,

I wanted to circle back here for good measure, I look forward to your response.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

---

**From:** Adam Guerra <[adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)>  
**Sent:** Tuesday, March 16, 2021 2:24 PM  
**To:** [mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu) <[mlowery@chla.usc.edu](mailto:mlowery@chla.usc.edu)>  
**Cc:** Staffing Deployment Team <[deployment@theservicecompanies.com](mailto:deployment@theservicecompanies.com)>  
**Subject:** JP8915 - Food Service Worker

Hi Michelle,

I have seen your Job Posting, JP8915 - Food Service Worker, and would like to confirm you are still in need of assistance with this coverage? I also wanted to confirm that in addition to the Hospital Segment requirements, you stated that a Background check is required, is this something that you will be running in addition to our already ran BGC that was conducted at time of employee hire? I see the schedule is 12p-830p, but no days are given, will this be a set schedule, or will the days vary from week to week? We very much look forward to your reply as we hope to be able to assist you with your staffing needs.

**Adam Guerra**

Senior Operations Manager, Hospitality Services

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 562.283.6566 **M:** 562.774.8974

**E:** [adam.guerra@theservicecompanies.com](mailto:adam.guerra@theservicecompanies.com)

[theservicecompanies.com](http://theservicecompanies.com)

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