



Jaime Barnhart <jbarnhart@dropbox.com>

Jonny Blakeley

17 messages

Connie Collica <conniec@dropbox.com>
To: Jaime Barnhart <jbarnhart@dropbox.com>

Tue, May 28, 2019 at 2:52 PM

Hi Jaime,

I couldn't remember where you and I left off--but did we start a permanent badge process for Jonny yet? If not, let's do it!

Thanks,

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco


Jaime Barnhart <jbarnhart@dropbox.com>
To: Connie Collica <conniec@dropbox.com>

Tue, May 28, 2019 at 2:53 PM

Hello Connie,

Yes I submitted the request to badges on Friday 5/24, I am currently just waiting for them to let me know when he can take his picture.

Thank you,

Jaime Barnhart
Onsite Supervisor at Dropbox

Acrobat Outsourcing
665 Third Street, Suite 415 | San Francisco, CA 94107

C: 415-590-0384 O: 415-431-8826 ext 1
E: Jaime@acrobatoutsourcing.com



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Connie Collica <conniec@dropbox.com>
To: Jaime Barnhart <jbarnhart@dropbox.com>

Tue, May 28, 2019 at 3:10 PM

Great! Thank you!

Connie Collica
Dropbox | Food and Beverage Operations Manager

333 Brannan Street, San Francisco



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Connie Collica <conniec@dropbox.com>
To: Jaime Barnhart <jbarnhart@dropbox.com>
Cc: Dennis Taylor <dennist@dropbox.com>

Wed, May 29, 2019 at 6:29 AM

Hi Jaime,

Jonny texted my phone this morning at 5:30am telling me he's having trouble leaving his half way house because his "pass wasn't in the box" and that they're calling his case manager for the "ok" for him to leave for work. He said he still might make it on time.

I told him to please alert Acrobat whenever there is a possible scheduling conflict. It's just a bad idea to have people call just one person (me or anyone else) in case that person is on PTO or out sick. We need everyone to alert Acrobat for full team visibility.

Jonny takes his break at 11-11:30am. He should be in the micro kitchen around that time.

Thank you,

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco


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Connie Collica <conniec@dropbox.com>
To: Jaime Barnhart <jbarnhart@dropbox.com>
Cc: Dennis Taylor <dennist@dropbox.com>

Wed, May 29, 2019 at 6:53 AM

+ sf ops

Hi team,

Jonny has not made it into work. Any news? He texted me 5:30am this morning saying he's having a bit of trouble at his half way house.

We'd just like to know he's ok and whether he's on his way. An ETA would be helpful.

Thank you,

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco


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Connie Collica <conniec@dropbox.com>
To: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>
Cc: Dennis Taylor <dennist@dropbox.com>

Wed, May 29, 2019 at 7:13 AM

Jonny says his case manager is not answering. They don't start work until 8am so Jonny is waiting for the first one to arrive so he can be approved to come to work.

This can be a problem. Can someone reach out to please have him get his case manager to approve his work hours on-going? We can't do this every morning. if not, Jonny will need to be reassigned.

Please keep me posted. Thanks,

Connie Collica

Dropbox | Food and Beverage Operations Manager

333 Brannan Street, San Francisco



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Ariel Hasbun <ariel@acrobatoutsourcing.com>

Wed, May 29, 2019 at 7:18 AM

To: "conniec@dropbox.com" <conniec@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team

<sfops@acrobatoutsourcing.com>

Cc: "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,

I've attempted to reach Johny but he didn't answer. We'll follow-up once we have an update.

Ariel Hasbun

Operations Manager

Acrobat Outsourcing

665 3rd St, Suite 415, San Francisco, CA 94107

O:415.431.8826 ext 2224

E: ariel@acrobatoutsourcing.com



Please take our Customer Satisfaction Survey. It only takes 2-3 minutes but the feedback we receive from you helps us to improve how we fill your orders for staff. We value your opinion and carefully read every response. Thank you so much.

<https://www.surveymonkey.com/r/AcrobatOutsourcing2019>

We are currently re-branding Acrobat Outsourcing, and you will notice some gradual changes to our look and name over the next few months. Please visit www.acrobatoutsourcing.com for more information on our re-brand.

If you are placing a last minute order or calling off a shift, please call our 24-hour answering service at ext. 2207



ACROBAT OUTSOURCING
TSC GROUP

From: Connie Collica <conniec@dropbox.com>
Sent: Wednesday, May 29, 2019 7:13 AM
To: Jaime Barnhart; SF Ops Team
Cc: dennist@dropbox.com
Subject: Re: Jonny Blakeley

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Connie Collica <conniec@dropbox.com> Wed, May 29, 2019 at 7:38 AM
To: Ariel Hasbun <ariel@acrobatoutsourcing.com>
Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

He may have had an updated phone number: +1 (510) 478-5257

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco



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Ariel Hasbun <ariel@acrobatoutsourcing.com> Wed, May 29, 2019 at 7:56 AM
To: "conniec@dropbox.com" <conniec@dropbox.com>
Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,
Thank you for sharing. That's the same number we have on file. We've tried to reach him again with no response.

Ariel Hasbun
Operations Manager

Acrobat Outsourcing
665 3rd St, Suite 415, San Francisco, CA 94107
O:415.431.8826 ext 2224
E: ariel@acrobatoutsourcing.com



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Sent: Wednesday, May 29, 2019 7:38 AM
To: Ariel Hasbun
Cc: Jaime Barnhart; SF Ops Team; dennist@dropbox.com
Subject: Re: Jonny Blakeley

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Ariel Hasbun <ariel@acrobatoutsourcing.com> Wed, May 29, 2019 at 8:14 AM
To: "conniec@dropbox.com" <conniec@dropbox.com>
Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,

Johnny reached back out to me and his case manager still has not arrived. He's waiting in the lobby and will keep us updated on his arrival.

Ariel Hasbun
Operations Manager

Acrobat Outsourcing
[665 3rd St, Suite 415, San Francisco, CA 94107](#)
O:415.431.8826 ext 2224
E: ariel@acrobatoutsourcing.com



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From: Ariel Hasbun
Sent: Wednesday, May 29, 2019 7:56 AM
To: conniec@dropbox.com

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Connie Collica <conniec@dropbox.com> Wed, May 29, 2019 at 8:26 AM
To: Ariel Hasbun <ariel@acrobatoutsourcing.com>
Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Thanks Ariel. Can someone speak with him to make sure he is good to go with leaving his house moving forward? not just day-by-day. He ran into a problem yesterday with his case manager having his photo ID and couldn't get into Dropbox...and he's waiting to get his photo ID from the DMV.

Thank you,

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco
 Dropbox

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Connie Collica <conniec@dropbox.com> Wed, May 29, 2019 at 9:09 AM
To: Ariel Hasbun <ariel@acrobatoutsourcing.com>
Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hi Ariel,

It's now past 9am. Any news?

Connie Collica
Dropbox | Food and Beverage Operations Manager
333 Brannan Street, San Francisco



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Ariel Hasbun <ariel@acrobatoutsourcing.com>

Wed, May 29, 2019 at 10:05 AM

To: "conniec@dropbox.com" <conniec@dropbox.com>

Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,
He isn't answering his phone.
I've tried him various times with no luck.

Ariel Hasbun
Operations Manager

Acrobat Outsourcing
[665 3rd St, Suite 415, San Francisco, CA 94107](#)
O:415.431.8826 ext 2224
E: ariel@acrobatoutsourcing.com



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Wed, May 29, 2019 at 10:18 AM

To: Ariel Hasbun <ariel@acrobatoutsourcing.com>

Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Jaime made a good point that he might not be allowed to answer his phone (calls.) But he has been very responsive with text messages. Maybe that might be helpful?

Thank you for dealing with this along with us. Right now, I'm thinking he should not return today. We just need confirmation that everything is set for him to work tomorrow and every day moving forward.

Thank you,

Connie Collica

Dropbox | Food and Beverage Operations Manager

333 Brannan Street, San Francisco



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Ariel Hasbun <ariel@acrobatoutsourcing.com>

Wed, May 29, 2019 at 10:44 AM

To: "conniec@dropbox.com" <conniec@dropbox.com>

Cc: Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,

Good idea. We have texted him as well.

Ariel Hasbun

Operations Manager

Acrobat Outsourcing

665 3rd St, Suite 415, San Francisco, CA 94107

O: 415.431.8826 ext 2224

E: ariel@acrobatoutsourcing.com



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To: Ariel Hasbun <ariel@acrobatoutsourcing.com>

Cc: "conniec@dropbox.com" <conniec@dropbox.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hello Connie,

I have directly reached out to the program Jonathan is in, and I am currently awaiting to hear back from them in regards to what happened today. The case manager is going to give me a call, although I am unsure of exactly when that is going to happen. Once we hear back I will update you, and we can go from there in terms of a decision about Jonathan's assignment here at Dropbox, does that work for you?

Thank you,

Jaime Barnhart

Onsite Supervisor at Dropbox

Acrobat Outsourcing
665 Third Street, Suite 415 | San Francisco, CA 94107

C: 415-590-0384 O: 415-431-8826 ext 1

E: Jaime@acrobatoutsourcing.com



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Connie Collica <conniec@dropbox.com>

Wed, May 29, 2019 at 3:39 PM

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Ariel Hasbun <ariel@acrobatoutsourcing.com>, SF Ops Team <sfops@acrobatoutsourcing.com>, "dennist@dropbox.com" <dennist@dropbox.com>

Hi Jaime,

That works. I have received word of mouth, inside information about Jonathan and it does sound like some of his friends who also work here, think that he's most likely not coming back.

5/29/2019

Dropbox Mail - Jonny Blakeley

Let's start looking for a replacement. Seems like he doesn't have his certain things in order enough to support a full time job.

Thanks for keeping me posted.

Connie Collica

Dropbox | Food and Beverage Operations Manager

333 Brannan Street, San Francisco



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