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## AM Porters (Starship) Bridget Reed and Miguel Esquivel

Anna Shova <ashova@dropbox.com>

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To: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, Jaime Barnhart <jbarnhart@dropbox.com>, SF Ops

Team <sfops@acrobotoutsourcing.com>

Cc: TuckShopOps <tuckshopops@dropbox.com>

Good afternoon Claudia and Jaime!

I would like to follow up and bring to your attention feedback about working experience Bridget Reed and Miguel Esquivel. My mistake that I didn't share earlier with all of you as I wanted just so much going on..

These notes are for you and to input them in their profiles.

### Bridget Reed

She has a good strong skills getting along with the team and learning fast. I was very excited to bring her on board to our team. First weeks of her employment here went Great!

#### After past 2.5 weeks this what I noticed:

- Bad attitude ( overheard her making comments after my speech to the team, joking about )
- ALWAYS checking her phone!
- Not wearing hat as part of uniform. When I am providing another hat she won't put it on immediately, I will need to ask her again.
- Above notes brings me to mention that her behavior is poisoning and spreading around. I can see how it effects - Miguel Esquivel.
- Trying to avoid work, her daily tasks so others picking up after her. We noticed that she can disappear for 15 minutes right after receive task or Managers left Tuck Shop
- Not changing gloves after covering herself from coughing or working on her phone - against sanitary norms! I can't watch her all the time and correct!

With all my respect and hope that she will improve or go back to positive performance, I would like to input these notes in her profile.

### Miguel Esquivel

He is aware what I am expecting from him, and I know I can delegate him tasks. Miguel is friendly and also easily gets along with other team members. We are happy to have him on board!

But!

- ALWAYS leisurely walking, laying on the counters or other surfaces
- Aware about tasks needs to be done - trying to avoid hard work
- Never shows initiative for work. Needs micromanagement all the time! Always have to remind him daily " tasks routine"
- Not wearing hat as part of required uniform
- Black or dark blue jeans / pants - He needs to look presentable. Pans with the big holes or barely hanging on him jeans without belt - NOT the way how our team look and work!
- Loves checking in his phone!

### Action requires:

Jaime and Claudia, I would ask you and appreciate a lot if you can sit down with these employees and check in on them. If they are unhappy or thinking that lost theirs interests in this job I will be happy to reconsider their positions and offer other tasks and responsibilities if they show me they earn it or willing to be part of Dropbox Tuck Shop. If not, I totally understand and we can talk about options.

Please remind them about outfit and uniform, phone usage and sanitary norms. Please remind them that their performances are presenting Tuck Shop, other Managers keeping eye on them as well!

We believe we do our best covering their absences, supporting while sickness and providing great detailed training. Our leads always assisting them, managers working hand by hand. If they have any questions - here to help!

If after conversation we won't see changes we will be considering other solutions like reassignment.

Thank you and appreciate your time!

Kindly,  
Anya