

## Re: Richard Linyard - Break Issues

Anna Shova <[cashova@dropbox.com](mailto:cashova@dropbox.com)>

Fri 9/27/2019 3:46 PM

**To:** Jaime Barnhart <[jaime@acrobotoutsourcing.com](mailto:jaime@acrobotoutsourcing.com)>

**Cc:** Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>; SF Ops Team <[sfops@acrobotoutsourcing.com](mailto:sfops@acrobotoutsourcing.com)>; conniec@dropbox.com <[conniec@dropbox.com](mailto:conniec@dropbox.com)>; natehoffa@dropbox.com <[natehoffa@dropbox.com](mailto:natehoffa@dropbox.com)>

Absolutely! Thank you Jaime for following up.

Our PM Porter let me know that task which I assigned him and Richard working on together was completed. And he mentioned to me that Richard went to take Cigarette break . It was around 3pm

Richard's 2nd 10 minutes break was at 1:15pm

Start time for the task was at 2:30pm

I was shocked hearing this as Richard showed good performance and punctuality so far.

In addition

On Wednesday 9/25 I had a quick chat, following up and revision of his day duties. He shared with me that some of the delays during performance cause that he is not feeling well surrounded by crowds in Tuck Shop. He explained that he is 51 and it's hard for him moving around between lots of people during Lunch time.

It was news for me but easily made accommodations and switched his daily tasks.

Today is Friday and after I agreed on changing his task to meet his request and relieve him, I am hearing that he did not check in with any of the managers and went to take cigarette break 25 minutes before his shift ends.

I will appreciate assistance and coaching

If due to any circumstances he is not feeling good because of size of the building and tasks, other personal issues

We can discuss other options

Thank you,

Anya

On Fri, Sep 27, 2019 at 3:34 PM Jaime Barnhart <[jaime@acrobotoutsourcing.com](mailto:jaime@acrobotoutsourcing.com)> wrote:

Hello Anna,

I am just checking in to get the details that were mentioned to Claudia about Richard Linyard's break issues. Please advise.

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

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