



Jaime Barnhart <jbarnhart@dropbox.com>

## Robert Castillo Porter

10 messages

**Anna Shova** <ashova@dropbox.com>

Tue, Oct 15, 2019 at 10:16 AM

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

Cc: TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Hi Jaime and Claudia!

Reaching out with inquire. Please you have a moment to speak with new Porter Robert and remind him about all presidios of being on time, having needed documents with him, check in with the Manager.

2 Days in the row 18-15 minutes late. We see potential in him and would like to continue training and working, for our team punctuality is critical.

I appreciate that he is covering Richard's absence but also would like to remind him being on time or in the first days coming in slightly earlier.

Claudia, thank you for assisting during these days.

Kind regards,  
Anya

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**Anna Shova**  
Food and Beverage Operations Coordinator  
ashova@dropbox.com  
1800 Owens Street, San Francisco  


**Jaime Barnhart** <jbarnhart@dropbox.com>

Tue, Oct 15, 2019 at 12:11 PM

To: Anna Shova <ashova@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Hello Anna,

Got it, Claudia spoke with him and I will also speak with him as well in regards to this.

Best,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

The Service Companies

1800 Owens Street | San Francisco, CA 94158

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

E: [Jaime.Barnhart@TheServiceCompanies.com](mailto:Jaime.Barnhart@TheServiceCompanies.com)

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**Anna Shova** <ashova@dropbox.com>

Tue, Oct 15, 2019 at 1:47 PM

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Hi Jaime!

Thank you, his performance improved today! Good work!  
Just willing ensure that he will be on time !

Thank you,  
Anya  
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**Jaime Barnhart** <jbarnhart@dropbox.com>

Tue, Oct 15, 2019 at 5:43 PM

To: Anna Shova <ashova@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Hello Anna,

Glad to hear he has been doing well. I spoke with him and informed him to arrive earlier and to bring an ID with him to avoid the issues at the front desk.

Thank you,  
**Jaime Barnhart**  
Onsite Supervisor at Dropbox  
The Service Companies  
1800 Owens Street | San Francisco, CA 94158  
**C: 415-590-0384 O: 415-431-8826 ext 1**  
**E: Jaime.Barnhart@TheServiceCompanies.com**

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**Anna Shova** <ashova@dropbox.com>

Wed, Oct 16, 2019 at 8:12 AM

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Good morning Jaime!

Just willing to follow up again

Robert arrived late today again. Also he is not aware where is his locker to put jacket and not aware where to clock in. our team showed him on each floor where he can clock in.

Please lets have a moment and shared with him options or advice how he can get here (maybe share on of those printed papers / map which you used to give)

He needs to be on time if he would like to keep this job. He has great potential and improving daily, but punctuality - is basic and foundation of efficient performance

Thank you,  
Anya  
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**Jaime Barnhart** <jbarnhart@dropbox.com>

Wed, Oct 16, 2019 at 8:45 AM

To: Anna Shova <ashova@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Hello Anna,

I am sorry to hear that this issue persisted. I can provide him with another coaching in regards to his timeliness.

What would be a good time to check in with him?

Best  
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**Anna Shova** <ashova@dropbox.com>

Wed, Oct 16, 2019 at 8:52 AM

To: Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, HS San Francisco

<hssf@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>

3:30 pm please

Thank you Jaime!

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**Jaime Barnhart** <jaime@acrobotoutsourcing.com>

Wed, Oct 16, 2019 at 11:01 AM

To: Anna Shova <Ashova@dropbox.com>, Jaime Barnhart <jbarnhart@dropbox.com>

Cc: Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, HS San Francisco

<hssf@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>

Hello Anna,

Got it! I will speak with him at that time.

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

The Service Companies

1800 Owens Street | San Francisco, CA 94158

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

E: [Jaime.Barnhart@TheServiceCompanies.com](mailto:Jaime.Barnhart@TheServiceCompanies.com)




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**From:** Anna Shova <ashova@dropbox.com>

**Sent:** Wednesday, October 16, 2019 8:52 AM

**To:** Jaime Barnhart <jbarnhart@dropbox.com>

**Cc:** Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>; HS San Francisco

<hssf@theservicecompanies.com>; TuckShopOps <tuckshopops@dropbox.com>

**Subject:** Re: Robert Castillo Porter

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**Anna Shova** <ashova@dropbox.com>

Wed, Oct 16, 2019 at 1:54 PM

To: Jaime Barnhart <jaime@acrobotoutsourcing.com>

Cc: Jaime Barnhart <jbarnhart@dropbox.com>, Claudia Revelo-Lee <claudia.revelo-lee@theservicecompanies.com>, HS

San Francisco <hssf@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>

Hi Jaime!

Just a little bit more notes for you for the meeting with Robert

I was observing him working and he said to me that this work is too easy. He is good and he wants to do more. I appreciate his comment and ask for more responsibilities , BUT after I can provide a list of why I have not given him more tasks:

Because:

- 3rd day coming in late

- have no idea which floor he is - honestly don't know how to explain this

We did tour, we reminding and checking on him every day. 3rd Day in and can't understand which floor he is in ? I don't want sound to harsh just curious what we should do so he can understand which floor he is at

- have troubles to remember simple tasks (like - he is covering 9 and 10th floors during the lunch service and after bringing full busstubs back to 7th floor)

Right after we all coached, explained and trained literally 15 minutes later we receiving text messages - Is it 9, 10 and back to 7???

And it is not his first day working this way.

- Reporting which floor he already cleaned - it took us 2 days to train him to put floor number where he took pictures (reporting that task is completed)

-working slow - after we spoke and explain to him again about tasks -> it took him too long do another round, 20 minutes later still not showing up in Micro Kitchen

He is polite and communicates well with other Dropboxers when working in Micro kitchens - very good job!

But I won't be able to assign more tasks for him if can't remember or complete simple list. I know that Jermaine and Kenny like working with him, I do see potential, but he needs to work on his timing and learning, remembering, asking questions

Again, happy to provide more tasks, but let's show that he can learn and remember basic of this work. And I really want to figure out if he cares and needs this job.

Thank you!

Anya

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

Wed, Oct 16, 2019 at 2:23 PM

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

Cc: Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>, Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>, HS San Francisco <[hssf@theservicecompanies.com](mailto:hssf@theservicecompanies.com)>, TuckShopOps <[tuckshopops@dropbox.com](mailto:tuckshopops@dropbox.com)>

Hello Anna,

Thank you for these notes, I can go over these details with him as well. I'll also add the feedback to his notes.

Thank you,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

The Service Companies

1800 Owens Street | San Francisco, CA 94158

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

E: [Jaime.Barnhart@TheServiceCompanies.com](mailto:Jaime.Barnhart@TheServiceCompanies.com)




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**From:** Anna Shova <[ashova@dropbox.com](mailto:ashova@dropbox.com)>

**Sent:** Wednesday, October 16, 2019 1:54 PM

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

**Cc:** Jaime Barnhart <[jbarnhart@dropbox.com](mailto:jbarnhart@dropbox.com)>; Claudia Revelo-Lee <[claudia.revelo-lee@theservicecompanies.com](mailto:claudia.revelo-lee@theservicecompanies.com)>; HS San Francisco <[hssf@theservicecompanies.com](mailto:hssf@theservicecompanies.com)>; TuckShopOps <[tuckshopops@dropbox.com](mailto:tuckshopops@dropbox.com)>

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