

## Luis/Julio Ramos

2 messages

Anna Shova <ashova@dropbox.com>

Thu, Feb 13, 2020 at 2:44 PM

To: Jaime Barnhart <jbarnhart@dropbox.com>

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

Hello Jaime!

I am reaching out with multiple concerns and evidence of inconsistent Luis work performance.

Please input all of them to his profile. At this time no need to sit with him, if anything I will ask you so. We had Porters meeting and I want to give him a chance to improve.

Luis trying to show very detailed performance but ..

Pluses + :

- He likes our team
- He is helping me when Jermaine needed to leave
- He is punctual and great attendance !
- It took him a while to get used to checking in with me in the mornings but finally there is no issues anymore

My concerns :

- I am constantly catching him working without aprons, hat

He started making comments that he knew that I would catch him on this ? I am not playing here..

- I caught him a few times being on the phone and he would not react at all when saw me checking in on his work

His response -" waiting for people to bring their plates to dish drop" but his cart half way full ? I had advice and direct him to empty his cart and put away phone

- Multiple times I do not receive any updates on the assigned tasks. He wants to show me that I can trust and rely on him, but without communication its hard.

- I noticed that the quality of his performance reduced after holidays break

- 10.12 - I noticed his cart parked for more than 10 minutes on the 11th floor and I did not see him all that time . I can accept that he was using the restroom, but its too long also he came out from another corner way further than efficient way from the restroom

- Recently got in conflict situations with DMO team and ABM

Everything was resolved but his reaction and behaviour were very aggressive.

- Very slow on responses, I am experiencing difficulties in communication with him

- He was skipping breaks (10minutes) I randomly discovered this

- In the end of the day work will be done, I know he will do basic, but all daily special tasks Jermaine will go behind and completed for him

Jaime, please collect these notes. I will give him a few more day hopefully he can improve his performance if not, I will rely on your coaching.

Kindly,  
Anya

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**Jaime Barnhart** <jbarnhart@dropbox.com>  
To: Anna Shova <ashova@dropbox.com>  
Cc: Carl Rebong <Carl.Rebong@theservicecompanies.com>, TuckShopOps <tuckshopops@dropbox.com>, HS San Francisco <hssf@theservicecompanies.com>

Thu, Feb 13, 2020 at 3:02 PM

Hello Anna,

Got it, I will input this into his profile. Please let me know if you require my assistance with any of this moving forward.

Best,

**Jaime Barnhart**

Onsite Supervisor at Dropbox

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