

Fw: I hope you read this.

William Watt <William.Watt@theservicecompanies.com>

Tue 2/18/2020 2:40 PM

To: Amber Dillon <Amber.Dillon@theservicecompanies.com>

Cc: Angelina Zervas <Angelina.Zervas@theservicecompanies.com>

 10 attachments (63 KB)

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Hello Amber Again!

Please see below as well, his response to Dan.

Best,

William J Watt

Assistant Operations Manager

The Service Companies

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From: devon Hatrdy <allenhatrdy@gmail.com>

Sent: Tuesday, February 18, 2020 12:51 PM

To: William Watt <William.Watt@theservicecompanies.com>

Subject: Fwd: I hope you read this.

----- Forwarded message -----

From: **devon Hatrdy** <allenhatrdy@gmail.com>

Date: Tue, Feb 18, 2020, 7:45 AM

Subject: Re: I hope you read this.

To: Dan Best <Dan.Best@theservicecompanies.com>

I figured that would happen, I wanted to go straight to HQ because as I said in the email the lady that had spoken to me who called me back about not showing up for this shift, she had no remorse whatsoever for the whole situation. I was in granite yes I am an adult I should have known these kind of things, but after so long of not caring or dealing in and or about what holidays it is what day of the month and stuff like that because I had a job previously where we didn't get holidays off except Christmas and New year's. Thanksgiving day work until 6 in the evening and then we're still on call. For us it was just another day on the calendar. Now I also understand the principle of the policy and as I said in the previous email give me another chance I can guarantee you this whole kind of situation will never happen again. I mean that job that I just told you about previously before you guys. I was homeless for the first 6 months of my employment with them I slept in bushes I woke up everyday at 4 a.m. cleaned up hide all my stuff and work 12 hours everyday for 6 months until I got a place. So I have a driven personality when it comes to work. And as I said also it's not easy for me to find a job it's not easy because of the stupid mistake that I made 5 years ago because I let my ego get in the way. I lost a \$500,000 record deal I lost going on tour I lost one of the best bands that I've ever been with. But for the past five years I have made sure that incident did not define who I was and what my future is. And because of that is hard for me to find a job people see it they don't ask what happened they just go well he's a loser, completely false. I'm also one of the type of person that if I feel and know that I've been wronged I will voice my voice but I also have no problem admitting when I made a mistake. And this is one of those situations and I didn't know who you were but I tracked you down on Google I want the CEO to have a copy of this email also. I'm sorry for how all this turned out I don't mean to unload on you it's just I did everything I could within that time frame I had the moment I found out the bart trains were not showing up until 6. That I had to notify the company the say hey I cannot make it on time can we start tomorrow like I was originally offered. I do hope that you guys give me a chance to prove my worth I understand that human resources so I'm a really good cook I'm really good chef and waiter I've done everything except for management I'm a jack-of-all-trades but still I appreciate you with the utmost respect for emailing me back I was very optimistic about the email that I had sent yesterday, but thank you again I do hope that I get the chance to prove my worth. like I said I understand the policy and it won't happen again and as I said yesterday to I stand by what I said, that policy should only be at people who have a track record and attendance for calling out whether it's at one job or multiple jobs through you guys, but on something like yesterday and a definitely not having employe Show No Remorse whatsoever, or even compromise with me and say okay you know what let me get in touch with the company and see if they would be willing to push you in for Tuesday she was just like your disqualified don't know what to tell you sorry, like you're an adult you should have known better and then hung up. Not everybody's the same. And I have to fight for what I want now you know I've got a 2 yr old whose birthday this Saturday I got a 14 year old daughter and if you've got kids you can understand that and rent in the Bay area just went up like it's crazy so I got to fight for this.

And sorry again for venting I should have kept it short and sweet but I feel like I had to get my point across on this. Because able to put my family on the streets I wouldn't be able to take care of my kids and they don't deserve that over something that was very small. I hope you have an awesome day man and I hope I get some good news and if brought back I would be honored to cook you a meal anything you want I know how to do but pretty much everything and if I don't I'll teach myself to do it like I've always have. And also to shake your hand and say thank you. Because to me you should respect by hitting me back you showed respect any type of Honor that you have by contacting HR. And not just brushing this under the rug.

On Tue, Feb 18, 2020, 7:11 AM Dan Best <Dan.Best@theservicecompanies.com> wrote:

Devon,

Thank you for reaching out and sharing your concerns. I have reached out to your HR Director and she will contact you to discuss further.

Thank you,

Dan Best

Dan Best

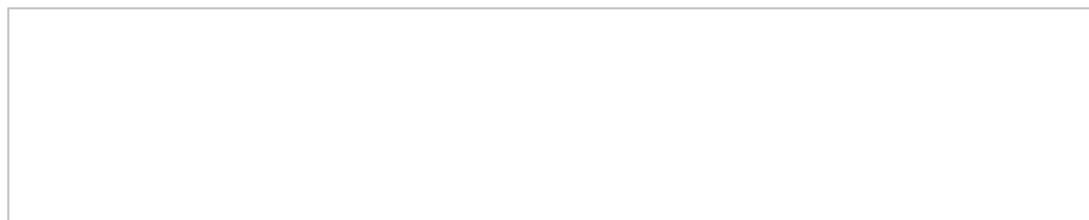
Chief Human Resources Officer

The Service Companies

2900 Monarch Lakes Blvd, Suite 202 | Miramar, FL 33027

M: 412.716.1073

E: dan.best@theservicecompanies.com



From: devon Hatrdy <allenhatrdy@gmail.com>

Sent: Monday, February 17, 2020 10:26 AM

To: Dan Best <Dan.Best@theservicecompanies.com>

Subject: I hope you read this.

So I didn't know when you would told me to start on Tuesday if I wanted to that today with President's day Bart was not going to be running until 6 a.m. today and I had to show up for the shift at 20 mins before, and I have no other way of getting over there. When you had called me Friday I was in a car accident like I had the cops in front of me when you would called. Which is why I sounded a bit rushed. So I guess I violated the terms of not showing up for the first day of the shift. I had asked if it was possible to show up for Tuesday and as you originally offered but apparently not so I'm sorry I wish there was some way I could you know make it up. Being it's a fair chance I would think at least giving the situation I could have a second chance. I don't celebrate holidays and I called who I was supposed to as soon as I found out around 430 am. No I couldn't take a lft or Uber given I had to Barrow money for bart. I will be emailing your guys over heads cause honestly this was a very small small mistake and I got my calls out to who I needed to within the time period that I had. It is not easy for me to find work given my past yes I made mistakes I have paid my dues in so many ways errand if you look into my pass you'll judge me before you know facts and a story behind it all which is what a lot of people do I want to send an email also to your CEO but I don't have an email for him and the number that is listed for him somebody hung up on me right after I asked if this was Acrobat outsourcing hq I have lost a lot but it is not easy for me to find work blue guys for the first job to bring me on in over a year so yeah I

don't know I am little irritated on this and the chick that I talked to wouldn't even hear me out so like I said I'm going to hit up corporate, whoever I need to I may not hear anything back ever but at least I voiced what happened and I voiced how I feel about the whole situation I understand the policy but given the nature of what today was and how Bart was running not everybody pays attention the holidays so that is my thing. If you can work your magic I owe you one cuz I actually want to work. I love to cook like you have no idea how much I love to cook I mean it would be my dream to have my own restaurant one day but every time I finally get somewhere after everything I've been through some tiny little theme ruins it all. I understand the principle of the policy but I called as soon as I found out Bart wasn't running on time I called as soon as I found out that Bart wasn't going to be picking anybody up until 6 a.m. some of us don't have that kind of money to just throw a uber and Lyft to get to work we are scrounging at my place to get by I'm 14 year-old and two-year-old in my two year old birthday is Saturday I mean what am I because of your guys's policy up for the one day it's stupid that policy should only be in effect for people who have history of not wanting to work I just work for 2 years with law enforcement with crime scene cleaners and I have a record, I broke my hand I lost my job I've been out of work for over a year you were the first place that hired me to give me a chance of because of some holiday I couldn't get to work on time and I lost my job there was no compromise that is not how you run a company that is not how you manage your company and this is where human resources and the boss need to step in and say hey look you guys made a mistake bring him back on give him another chance. I told your people in the interview I'm not somebody you're going to hire and regret it I actually love what I do and very passionate about it.. I was up at 2 a.m. today hard boiling eggs cooking chicken cooking bacon and everything so I had meals planned out and broccoli planned out for the rest of my day today while I was working I have two daughters my rent just went up \$1,000 which is insane getting what the cost of living is here in California given that were on the fast version of being homeless and if we weren't I wouldn't be sitting here doing this email we are scrounging and because of your policy good people are getting turned away now.

I hope you have a good day I don't know what else to say you can call me if you want. I don't even know if you're going to see this email.

P.s. on a side note I like working when I started at crime scene cleaners I was working 10 12 hour days going the next day and to Black Bear diner to go work my shift and then turn around go to crime scene my first day working at crime scene I went in with three broken ribs and I was underneath the house for 4 hours working that's how dedicated I am when it comes to work don't look at my past what is the person you guys are turning cheek on because of your policy again you should do that to people who have a work history that is not solid I have something to live for I have something to lose.

My cellphone is (707)450-9988