

## Re: Job: Palace Khanyahl Orientation

Amber Dillon <Amber.Dillon@theservicecompanies.com>

Tue 6/29/2021 12:54 PM

**To:** Michelle Horne <Michelle.Horne@theservicecompanies.com>; HS Human Resources <hshr@theservicecompanies.com>; Staffing Deployment Team <deployment@theservicecompanies.com>; Jared Sablan <Jared.Sablan@theservicecompanies.com>

Hello Team,

I spoke to Palace regarding her experience at the client location. [@Jared Sablan](#) I will give you a call.

Palace did state she is willing to work at a separate location if we have anything available. Moving to another location of the current facility is not an option for her.

Thank you,

**Amber Dillon**

Director of Human Resources

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**M:** 415.635.4178

**E:** amber.dillon@theservicecompanies.com



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**From:** Michelle Horne <Michelle.Horne@theservicecompanies.com>

**Sent:** Tuesday, June 29, 2021 8:54 AM

**To:** Amber Dillon <Amber.Dillon@theservicecompanies.com>; HS Human Resources

<hshr@theservicecompanies.com>; Staffing Deployment Team <deployment@theservicecompanies.com>

**Subject:** Re: Job: Palace Khanyahl Orientation

Hi Amber,

I know this client has lots of openings in their system. Not sure if they can relocate her to another location of that hospital or a complete separate location altogether. As of other jobs in the area, I don't have anything available.

Thank you,

**Michelle Horne**

Operations Manager, Hospitality Staffing Division

The Service Companies

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**O:** 916-256-4098 **C:** 858-757-2190

**E:** michelle.horne@theservicecompanies.com

If this is an employee calling out or a client needing to place a last minute order, please call our 24 hour answering service at 800-236-2276 x 2207.



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**From:** Amber Dillon <Amber.Dillon@theservicecompanies.com>  
**Sent:** Tuesday, June 29, 2021 8:44 AM  
**To:** Michelle Horne <Michelle.Horne@theservicecompanies.com>; HS Human Resources <hshr@theservicecompanies.com>; Staffing Deployment Team <deployment@theservicecompanies.com>  
**Subject:** Re: Job: Palace Khanyahl Orientation

Hello Michelle,

I can reach out to Palace to get more information. Do we have another location we can place her at?

Thank you,

**Amber Dillon**  
Director of Human Resources

2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027

**M:** 415.635.4178

**E:** amber.dillon@theservicecompanies.com



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**From:** Michelle Horne <Michelle.Horne@theservicecompanies.com>  
**Sent:** Tuesday, June 29, 2021 8:28 AM  
**To:** HS Human Resources <hshr@theservicecompanies.com>; Staffing Deployment Team <deployment@theservicecompanies.com>  
**Subject:** Fw: Job: Palace Khanyahl Orientation

Hi All,

Palace Khanyahl response to me regarding her leave from Alameda Health.

Thank you,

**Michelle Horne**  
Operations Manager, Hospitality Staffing Division

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**From:** Paliwalli Khanyahl <palacekhanyahl@gmail.com>  
**Sent:** Tuesday, June 29, 2021 8:25 AM  
**To:** Michelle Horne <Michelle.Horne@theservicecompanies.com>  
**Subject:** Re: Job: Palace Khanyahl Orientation

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Hello, Michelle, I suppose I assumed I'd be working inside of a kitchen, rather than outside of it and um unfortunately I experienced catcalling/sexual harassment from a few patients and it made me very uncomfortable. My job was delivering the food to these rooms and it gave me a lot of anxiety just thinking about it so I decided this discomfort wasn't worth it. The Hospital has steps to take in case stuff like this happens, but I didn't really know until after the fact. I appreciate your patience with me in this whole process and helping me get employed in the first place, so thank you.

On Tue, Jun 29, 2021 at 07:10 Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)> wrote:

Hello Palace,

I am sorry about this. I will reach out to the client and get this adjusted. I see you aren't working at Alameda Hospital anymore. Did something happen?

Thank you,

**Michelle Horne**  
Operations Manager, Hospitality Staffing Division

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[2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027](https://www.theservicecompanies.com)

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**From:** Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)>

**Sent:** Monday, June 28, 2021 2:05 PM

**To:** Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)>

**Subject:** Re: Job: Palace Khanyahl Orientation

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Hello, I got an email stating my hours for the week, but they left off my hours for June 21st which was from 9 am to 2 pm

On Sat, Jun 26, 2021 at 23:28 Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)> wrote:

Hello, Michelle this position at Highland is not going to work for me, unfortunately and I will no longer be working there.

My hours for the week were:

Monday, June 21st:

9 a.m - 2 p.m

Tuesday, June 22nd:

7:00 a.m - 3:30 p.m with a 30 minute unpaid break

Wednesday, June 23rd:

7:00 a.m - 3:30 p.m with a 30 minute unpaid break

Friday, June 24th:

7:00 a.m - 3:30 p.m with a 30 minute unpaid break

On Tue, Jun 22, 2021 at 15:59 Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)> wrote:

I will also reach out to Rosy for confirmation of your hours for yesterday.

Thank you,

**Michelle Horne**

Operations Manager, Hospitality Staffing Division

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[2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027](http://2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027)

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**From:** Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)>

**Sent:** Tuesday, June 22, 2021 3:57 PM

**To:** Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)>

**Subject:** Re: Job: Palace Khanyahl Orientation

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Will do, thank you!

On Tue, Jun 22, 2021 at 15:55 Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)> wrote:

Hi Palace,

If you could email my on Sunday's for anything you worked for that week, that would be great for example, this Sunday, June 27th, email me with whatever shifts you worked from Monday, June 21st to Sunday, June 27th.

You are correct on the breaks. I only need to know when you take 30 min breaks. I will update your schedule and send to Rosy to confirm.

Thanks!

Thank you,

**Michelle Horne**  
Operations Manager, Hospitality Staffing Division

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[2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027](http://2900 Monarch Lakes Boulevard - Suite 202 | Miramar, FL 33027)

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**From:** Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)>

**Sent:** Tuesday, June 22, 2021 3:51 PM

**To:** Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)>

**Subject:** Re: Job: Palace Khanyahl Orientation

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

I am at the Oakland Highland Hospital location and I got an automated email saying that my hours for yesterday were 9 - 1, but it was actually 9 - 2. As for breaks, when I am working an 8 and a half hour schedule I get 2 paid 15 minute breaks and one unpaid 30 minute break. So 8 hours paid. My phone still won't let me email any pictures, but you can call Rosylan or I can give you her # so you can officially confirm where I'm at and that I am working said hours. And am I updating you on my hours weekly, or how does that go? Thank you, please let me know.

On Tue, Jun 22, 2021 at 09:10 Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)> wrote:

Awesome, thanks! What location are you at?

Thank you,

**Michelle Horne**  
Operations Manager, Hospitality Staffing Division

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**O:** 916-256-4098 **C:** 858-757-2190  
**E:** [michelle.horne@theservicecompanies.com](mailto:michelle.horne@theservicecompanies.com)

If this is an employee calling out or a client needing to place a last minute order, please call our 24 hour answering service at 800-236-2276 x 2207.



**From:** Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)>  
**Sent:** Monday, June 21, 2021 2:51 PM  
**To:** Michelle Horne <[Michelle.Horne@theservicecompanies.com](mailto:Michelle.Horne@theservicecompanies.com)>  
**Subject:** Re: Job: Palace Khanyahl Orientation

**VALIDATE:** sanity check; 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking if; immediately following a meeting/discussion. Research further if; 1) sent out of the blue even from a trusted person; 2) suspicious link content. **SUSPICIOUS:** create new message to sender, do not reply, and seek validation if suspicious. Trusted sender? add them to our trusted list, <https://tsc.fyi/TrustedSender>

Hello, so today I worked from 9 a.m - 2:01 p.m with a 15 minute break. and my next shifts throughout the week are:

June 22nd, 2021

7:00 a.m - 3:30 p.m

June 23rd, 2021

7:00 a.m - 3:30 p.m

June 25th, 2021

7:00 a.m - 3:30 p.m

June 26th, 2021

7:00 a.m - 3:30 p.m

They changed my schedule last minute, so I'll let you know if anything changes, but this is the confirmed one on the roster for now. My phone isn't letting me send a picture of their schedule so I will try again tomorrow and get you some physical evidence of when I'm working. Let me know if you need anything else.

On Thu, Jun 17, 2021 at 15:52 Paliwalli Khanyahl <[palacekhanyahl@gmail.com](mailto:palacekhanyahl@gmail.com)> wrote:  
Okay, thank you!

On Thu, Jun 17, 2021 at 14:44 <[michelle.horne@theservicecompanies.com](mailto:michelle.horne@theservicecompanies.com)> wrote:  
Employee ID: 57081  
Job: Palace Khanyahl Orientation  
Job Code: 319526  
Client: Compass - Alameda Hospital Oak  
Report to: Rosylan Rojas  
Position: Food Service Worker  
The following Dates:  
06/21/2021 @ 9:00 AM  
Uniform: Other--see notes

Location: [1411 E 31 Street](#)  
[Oakland CA](#)

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YOU ARE CONFIRMED FOR THIS SHIFT - PLEASE REPLY THAT YOU HAVE SEEN IT

LOCATION:  
Highland Hospital  
[1411 E 31 Street](#)  
[Oakland, CA 94602](#)

Food Service Worker Uniform:  
Black Slip resistant shoes, plain shirt, and black pants/slacks.

CHECK IN/ SHIFT SUPERVISOR:  
Rosylan Rojas 510-437-4821 (O) | x44821  
650-576-4812 (M)  
You can also go to the Security Counter and have them page Rosylan (Rosy)

FURTHER INSTRUCTION/ PARKING:  
Enter the building through the main entrance on E31st street and you will get screened by security. You can reach Rosalyn at 650-576-4812 to inform her of your arrival and she will meet you at security.

Parking is on the street for free, it costs to park in the visitor parking and you will not get reimbursed.

IF YOU ARE LATE, LOST OR CAN NOT MAKE YOUR SHIFT PLEASE CALL OUR  
EMERGENCY LINE 800-236-2276. THIS IS A 24 HOUR ANSWERING SERVICE WHO WILL  
TAKE A MESSAGE AND RELAY IT TO YOUR STAFFING MANAGERS.

Thank you,

Michelle Horne  
Operations Manager

