

41633 Earlasha Candy Jordan

Date	Note	Type	User
08/21/2017 @ 1:17 PM	Status changed from ONBOARDED to ACT		KPetersen
08/22/2017 @ 7:06 AM	Called 1 hour after shift started that she was running late. Coached.		Ahasbun
08/31/2017 @ 12:44 PM	Campaign: Acrobat Go	Tardy	Ahasbun
	Question      Answer		
	LastName      Jordan		
	FirstName      Earlasha		
	PhoneNumber      415-902-5210		
	ReportTime      1230		
	ContactPerson		
	Office      San Francisco CA		
	OpName      Claudia		
	Call Result: Employee Late to Job		
	ANI: 714-418-6455		
	TeleDirect Call Centers		
09/03/2017 @ 3:39 PM	LATE ENTRY	Called Out Under 24 hours	KPetersen
	less than an hour before her shift.		
	Question      Answer		
	LastName      Jordan		
	FirstName      Earlasha		
	PhoneNumber      415-312-5773		
	ReportTime      1230PM		
	ClientLocation      Saccoya		
	ReasonHospital		
	DaysOut      Today Only		
	OtherDate		
	Office      San Francisco CA		
	OpName      Debbie		
	Call Result: Employee Calling Out		
	ANI: 415-312-5773		
09/03/2017 @ 3:40 PM	to Sequoias	NC/NS	KPetersen
	Status changed from ACT to TBD		
09/11/2017 @ 2:07 PM	Status changed from TBD to ACT		jsablan
	She has called out on Saturday for both Saturday and Sunday. Only removed on Saturday, consequently marked as a NCNS.		

09/12/2017 @ 8:06 AM

Status changed from ACT to TBD

Ahasbun

Client reached out that she was a NCNS.  
When we reached out to her she then called the eline.  
1 hour after her shift started to call out.

Dear Earlasha,  
At this time you have been marked down as a No Call  
No Show for your shift today. We were not informed  
until the client reached out that you were not at your  
assignment. Then when trying to reach you, you called  
the emergency line to call out from your shift 1 hour  
after it had already started.  
We require a 24 hour notice for call offs. Unfortunately,  
due to your NCNS, we can no longer put you on any  
future shifts until you reach back out to us. Your  
upcoming shifts have been canceled.

Please reach out to us in the staffing office at  
415.431.8826 ext 1 with a valid excuse for your  
absence to your shift/s.  
Regards,  
?Ariel?

09/12/2017 @ 8:33 AM

Status changed from TBD to ACT

Ahasbun

returned my call. said she got a summons for court and  
has to appear. She can make it to her shift at 11am.  
Reconfirmed she will be in for the remainder of the  
week

Came to the office with her paperwork about court.  
Reconfirmed she'd be in for her shift.  
LM call out without notice.

09/18/2017 @ 6:20 AM

Called Out Under 24  
hours

Ahasbun

Campaign: Acrobat Go

Question	Answer
LastName	Jordan
FirstName	Earlasha
PhoneNumber	415-756-2797
ReportTime	700AM
ClientLocation	unknown
ReasonPersonal	
DaysOut	Today Only
OtherDate	

Office San Francisco CA  
OpName Angel  
Call Result: Employee Calling Out  
ANI: 415-756-2797  
TeleDirect Call Centers

09/18/2017 @ 6:21 AM

Status changed from ACT to TBD

Ahasbun

Consistent issues with Late/NCNS/Absences.

Today she called out stating that she has another court appointment.

She was informed that unfortunately she was on a final warning regarding reliability issues and although we understand that various appointments come up, they are also something that people are given notice about.

Court appointments are not made the morning of at 6am. Reminders are sent out. As such this is something she was aware of and might have forgotten about but we informed her she needed to alert us of all appointments with more than 24 hours notice. In this case she reached out with 1 hour notice.

09/24/2017 @ 3:26 PM

Status changed from TBD to TER

Ahasbun