

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																		
	<table><tr><td>Question</td><td>Answer</td></tr><tr><td>LastName</td><td>Jordan</td></tr><tr><td>FirstName</td><td>Erlasha</td></tr><tr><td>PhoneNumber</td><td>415-902-5210</td></tr><tr><td>ReportTime</td><td>1230</td></tr><tr><td>ContactPerson</td><td></td></tr></table>	Question	Answer	LastName	Jordan	FirstName	Erlasha	PhoneNumber	415-902-5210	ReportTime	1230	ContactPerson									
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09/03/2017 @ 3:39 PM	less than an hour before her shift.	Called Out Under 24 hours	KPetersen																		
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	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.

09/18/2017 @ 6:20 AM LM call out without notice. 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