

## 60391 William Franklin - Unauthorized hours

Samuel Grasser <Samuel.Grasser@theservicecompanies.com>

Fri 12/9/2022 10:27 AM

To: HS Human Resources <hshr@theservicecompanies.com>

Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>

Hello,

We received an e-line from William Franklin claiming he went to an unauthorized shift at the LA Music Center location for JID341581 on 12/08.

I spoke to William via translator 12/06 because William is hard of hearing. I informed William about how to pick up shifts and was clear to not go to any shifts without a confirmation email and we were waiting for his background to return. To avoid any confusion I sent the attached email with clear instructions for picking up work requiring a confirmation email. I suspected he didn't understand by his reply "I accept" so I followed up to clarify which he replied, "I confirm." Marlen also replied to clarify but he also replied "I confirm." After speaking with him today he informed me that he does not read very well but we spoke via an interpreter with the same info on the 6th.

I asked if the interpreter service provided help for Emails and they do. William was coached if he is having issues understanding any emails to utilize his service and not to dismiss the information.

We'll follow up with the location about his hours. Let me know if you need any additional information.

**VALIDATE:** 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>

### Campaign: The Service Companies

Question	Answer
FirstName	William
LastName	Franklin
PhoneNumber	213-281-2087
CallDirect	[CallType]=All Other Responses
CallType	All Other Responses
Office	Los Angeles CA
Regarding	The caller said this is his text number as he needs an interpreter to communicate. The caller said he is calling to confirm work for yesterday. The caller worked yesterday from 1:00 pm-10:00 pm. The caller said there was a man that told him to fill out a form for lunch breaks.
RegardingPay	No
someemail	hslaoc@theservicecompanies.com

Call Result: Other/Not Listed

ANI: 210-774-5225

### Sam Grasser

Operations Specialist, Hospitality Services

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