

Re: Follow Up

Amber Dillon <Amber.Dillon@theservicecompanies.com>

Tue 6/18/2024 12:44 PM

To: Amirah Wilson <amiraahwilson@gmail.com>

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

Hello Amirah,

I am following up again. I have not heard from you. Any updates would be appreciated.

Thank you,

Amber Dillon

Senior Director of Human Resources

The Service Companies



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

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

theservicecompanies.com

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

Sent: Tuesday, June 11, 2024 1:06 PM

To: Amirah Wilson <amiraahwilson@gmail.com>

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

Subject: Re: Follow Up

Hello Amirah,

I hope you are doing well. I am following up to get an update on your work restrictions.

Thank you,

Amber Dillon

Senior Director of Human Resources

The Service Companies



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E: amber.dillon@theservicecompanies.com

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

Sent: Wednesday, June 5, 2024 2:50 PM

To: Amirah Wilson <amiraahwilson@gmail.com>

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

Subject: Re: Follow Up

Hello Amirah,

The information we received from the client is that you need to be available for Morning, Afternoon, and Evening training. The training schedule is not the same as your daily schedule. As stated, you were removed from the schedule due to the client not being able to accommodate the restrictions provided by your doctor. I received your other email stating you will provide us with an updated note. I will be on the lookout.

Thank you,

Amber Dillon

Senior Director of Human Resources

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E: amber.dillon@theservicecompanies.com

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From: Amirah Wilson <amiraahwilson@gmail.com>

Sent: Wednesday, June 5, 2024 11:18 AM

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

Subject: Re: Follow Up

VALIDATE: 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening 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 was told on Monday I would need to email a doctors note stating I am able to work and what I can do and can't do and the schedule that I would need and I would be placed back on the schedule once that was submitted, I was not told I would be taken off the schedule permanently and I have witnesses whom heard Rochelle state these things to me, So it is very unfair I'm being removed from the schedule because I'm pregnant. I reached out to Rochelle because she's the person I interviewed with and she's the person who I spoke with about my pregnancy so i emailed her multiple times so that this matter can be solved but I'm not receiving anything back. You told me not to reach out to the "client" because I'm not an employee for Starbucks but I have been communicating with her since I started working at Starbucks. Regardless I am able to perform the job tasks that are given and I have the doctors note like I was asked so now it's only the matter of when will I be placed back on the schedule. No one can show me where it states in the job requirements of me having to train mornings, afternoons, and evenings and I was never told I can't have a morning shift schedule by your client I was actually told that's the shift where she needs people anyway so I can have that morning shift so now it's very confusing on what are the issues now where I was told one thing and now I'm being removed from a schedule permanently.

On Wed, Jun 5, 2024 at 2:05 PM Amirah Wilson <amiraahwilson@gmail.com> wrote:

I did the interview with Rochelle I was asked about my availability and I stated the morning shifts. I filled out an application with the service company after I was hired by Rochelle. I am able to work the schedule I was told I would have by the client and I'm trying to be placed back on

the schedule but if I'm not going to be placed on the schedule due to my pregnancy maybe I will have to seek legal counsel to help with this matter.

On Wed, Jun 5, 2024 at 1:48 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:

Hello Amirah,

You are not an employee of Starbucks. You are an employee of The Service Companies. We staff based on the needs of our clients. If you are unable to work the schedule provided by the client, we understand and will reach out when another opportunity becomes available that fits your schedule and skills. When you were hired, you were asked for your availability, in which you stated you had open availability. We staff if your availability matches our client's needs. Also, if you have any further questions, please reach out to me and not the client.

Thank you,

Amber Dillon

Senior Director of Human Resources

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E: amber.dillon@theservicecompanies.com

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From: Amirah Wilson <amiraahwilson@gmail.com>

Sent: Wednesday, June 5, 2024 10:28 AM

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

Subject: Re: Follow Up

VALIDATE: 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening 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>

Okay so these requirements should be listed in the job requirements and tasks so please have Mrs. Rochelle send those over to me please and thank you.

On Wed, Jun 5, 2024 at 1:22 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:

Hello Amirah,

This would not be in the handbook. The requirement is client-specific. The client determines the training schedule and any other requirements that may be needed.

Thank you,

Amber Dillon

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E: amber.dillon@theservicecompanies.com

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From: Amirah Wilson <amiraahwilson@gmail.com>

Sent: Wednesday, June 5, 2024 10:05 AM

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

Subject: Re: Follow Up

VALIDATE: 1) sender email suffix logical?; 2) language spelling/context appropriate? consider clicking/opening 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>

In the handbook I'm looking for the training policy where it states I would need to train morning, afternoon, and evening can you please help me find it in the handbook thank you.

On Wed, Jun 5, 2024 at 1:00 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:

Hello Amirah,

Thank you for the call earlier. As discussed, based on the doctor's note you provided, we are unable to accommodate your current restrictions. Your note states to allow you to work the morning shifts. Unfortunately, upon hire, it was discussed you must train to work morning, afternoon, and evening at our client location Starbucks. The note limits you to only working the morning shift. This prevents you from getting training in the afternoon and evening that is required. In addition, your note states "No heavy lifting, no pushing." We need clarification on weight limits. Right now, based on the note provided, we are unable to reasonably accommodate you.

We also discussed our leave administrator, Sunlife. I have attached a flyer with the contact information. Please reach out to them to open up your leave of absence. When you call in, you will need to provide your employee ID E74818.

I am attaching a copy of our employee handbook. As stated, you are an employee of The Service Companies and not Starbucks. We are a temporary staffing agency.

If you have any questions, please feel free to contact me.

Thank you,

Amber Dillon

Senior Director of Human Resources

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