



Re: 83773 Lavurne Jefffrey's - Missing Hours

From Arlene Deleon <Arlene.Deleon@theservicecompanies.com>

Date Fri 5/16/2025 4:16 PM

To Amber Dillon <Amber.Dillon@theservicecompanies.com>; Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; HSTimeSlips <HSTimeSlips@theservicecompanies.com>

Cc HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>

Hello,

378369 validated. Thank you.

5/3/2025	9:00 AM	2:00 PM	5.00	Jeffreys, Lavurne	19.50
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ARLENE DELEON | Operations Specialist - Hospitality Division

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E: arlene.deleon@theservicecompanies.com

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From: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Sent: Friday, May 16, 2025 3:38 PM
To: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; HSTimeSlips <HSTimeSlips@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Thank you!!

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178
E: amber.dillon@theservicecompanies.com
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From: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>
Sent: Friday, May 16, 2025 3:37 PM
To: Amber Dillon <Amber.Dillon@theservicecompanies.com>; Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; HSTimeSlips <HSTimeSlips@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hi,

This has been updated!

SAM GRASSER | Assistant Operations Manager, Hospitality Services

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2900 Monarch Lakes Boulevard – Suite 202
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O: 909-328-8261
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E: Samuel.Grasser@theservicecompanies.com
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From: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Sent: Friday, May 16, 2025 3:31 PM
To: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; HSTimeSlips <HSTimeSlips@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe

<Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin

<Patricia.Marroquin@theservicecompanies.com>

Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hello Sam,

Please change the end time to 2pm. Those are the hours she provided to Patty and me.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

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E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>

Sent: Friday, May 16, 2025 3:28 PM

To: Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; Amber Dillon

<Amber.Dillon@theservicecompanies.com>; HSTimeSlips <HSTimeSlips@theservicecompanies.com>

Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos

<Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe

<Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin

<Patricia.Marroquin@theservicecompanies.com>

Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hello,

[@HSTimeSlips](#) This has been added under JID 378369.

Thank you,

SAM GRASSER | Assistant Operations Manager, Hospitality Services

THE SERVICE COMPANIES

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From: Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>

Sent: Friday, May 16, 2025 3:22 PM

To: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; Amber Dillon

<Amber.Dillon@theservicecompanies.com>

Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos

<Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe

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Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

TSC training please!

BRIGITTE TRIBBLE | Senior Vice President, Hospitality Division

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From: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>
Sent: Friday, May 16, 2025 3:22 PM
To: Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>; Amber Dillon <Amber.Dillon@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hi Brigitte,

I can add this, would it be under TSC training account or the client?

SAM GRASSER | Assistant Operations Manager, Hospitality Services

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From: Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>
Sent: Friday, May 16, 2025 3:20 PM
To: Amber Dillon <Amber.Dillon@theservicecompanies.com>; Samuel Grasser <Samuel.Grasser@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hello-

Amber and I spoke. We will be paying her for her time on Saturday. Can someone please put this into Taborca to be paid next week?

BRIGITTE TRIBBLE | Senior Vice President, Hospitality Division

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

Sent: Friday, May 16, 2025 8:57 AM

To: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; Brigitte Tribble <Brigitte.Tribble@theservicecompanies.com>

Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>

Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hello,

I am putting this all here to keep everything together.

- Contacted Black Desert Golf Course but never received a follow-up. I provided my contact number to two separate representatives.
- Patty sent a photo of Lavurne to Meridith. Meridith checked with all of her supervisors, but none recognized the individual or the name.
- Patty also sent a message to current employees asking if anyone had worked with someone named Lavurne. No one confirmed knowing her. One employee, Mike Schroder, believed he might have worked with her; however, after seeing her photo, he confirmed that he did not.
- The badge Lavurne presented was one that is only issued at Parking Lot 7. It was labeled "BTS Concessions." Lavurne confirmed via email that she never arrived at Parking Lot 7. It remains unclear how she obtained the badge.
- Lavurne stated that she worked on Thursday, 5/1, and Saturday, 5/3. However, she was never sent a job confirmation for 5/1—only for 5/3. Job confirmation email for 5/3 was sent on 5/2.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

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From: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Sent: Thursday, May 8, 2025 10:34 AM
To: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: Re: 83773 Lavurne Jefffrey's - Missing Hours

Hello All,

Patty and I are working on this.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

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From: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>
Sent: Wednesday, May 7, 2025 5:16 PM
To: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Cc: HS Los Angeles & Orange County <hslaoc@theservicecompanies.com>; Marlen Ramirez Munos <Marlen.Munos@theservicecompanies.com>; Rosalie Borggraefe <Rosalie.Borggraefe@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>
Subject: 83773 Lavurne Jefffrey's - Missing Hours

Hi Amber,

Lavurne claims to have worked on Thursday and Saturday (5/1 & 5/3) at the Black Desert event in Utah. She was able to provide pictures of a badge, but said she never made it to the check-in or check-out for TSC or BTS. Patty said that Lavurne never reached out to her about being lost or having trouble with placement, and she somehow did not arrive at the correct parking lot (meeting spot), which is the address in her confirmation email. She went to parking lot 2 instead of lot 7. Patty asked the client to confirm if they had any hours, but they said they didn't have her in any of their grids. She may have been grouped in with the event volunteers, but there is no record we can confirm. See attached for my email thread and pictures she sent.

I spoke to her over the phone, and she provided the details below about her experience onsite.

- Lavurne arrived in parking lot 2 and walked to the main entrance, where she was escorted to someone in HR (might have been the location's building HR - A woman with very long "Sher style" blonde hair). They eventually gave her a badge and sent her to serve drinks but "Shannon" (tall blonde) at the station told her they didn't need her and to go back to main building.
- They then walked her around then had her work in the lobby. Lavurne said she was out of place bc she was the only one in the black uniform.

- I'm not sure when she was working this station, but she also said she was working on the 16th or 18th workstation, where she was coached that during the golf activities that she needed to stop moving and hold still.

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