

Re: L.Jeffreys

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

Date Fri 5/16/2025 4:08 PM

To L J <lavurnej@gmail.com>

Cc Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; HS Management <hsmgmt@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>

 1 attachment (2 MB)

Direct Deposit Self Service Instructions.pdf;

Hello Lavurne,

Based on the information you provided, we were unable to confirm your attendance on Thursday, May 1, 2025, or Saturday, May 3, 2025. The only documented shift assignment was an email sent by your manager for Saturday, May 3, 2025. On that day, your manager attempted to contact you after you did not arrive for the scheduled 9:30 AM check-in time. However, she did not hear from you.

Although your reported hours were not verified by either your manager or the client—and we did not experience similar check-in issues with other employees—we will, in good faith, compensate you for the hours you claimed on May 3, 2025 (9:00 AM to 2:00 PM).

I reviewed your profile in DayForce and noticed that a bank account has not been set up for direct deposit. Do you currently have access to DayForce to log in and enter this information so we can proceed with your payment request?

I have attached step-by-step instructions to help you set up your direct deposit. Please let me know if you need any assistance.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 16, 2025 2:30 PM

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

Subject: Re: L.Jeffreys

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>

Im done sending you proof.

On Fri, May 16, 2025, 1:57 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:
Hello Lavurne,

Samuel is on this email thread, and I can confirm he did not staff this event. In addition, I stated we do not have a Shannon that works with us. Can you review all of your emails again for a contact of who sent you that information?

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 16, 2025 1:37 PM

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

Cc: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; HS Management

<hsmgmt@theservicecompanies.com>; Patricia Marroquin <Patricia.Marroquin@theservicecompanies.com>

Subject: Re: L.Jeffreys

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>

Nice try. Samuel is the one that had me go. Report to Shannon. I spoke to her.

On Fri, May 16, 2025, 1:33 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:
Hello Lavurne,

I understand your frustration. However, we have no record of you working, and we have continued to investigate in an effort to find anyone who can confirm your presence. Additionally, you mentioned working on Thursday, 5/1/2025, but we have no record of a shift being offered to you on that date.

Furthermore, your manager, Patricia (Patty), reached out to you on 5/3/2025 when you did not report for your scheduled shift, but she did not receive a response.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 16, 2025 1:24 PM

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

Subject: Re: L.Jeffreys

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 have sent you everything I have. You are not a good company. My pay needs to be deposited today. Or your company has to pay me for everyday I dont receive my pay. Its the law.

On Fri, May 16, 2025, 12:45 PM Amber Dillon <Amber.Dillon@theservicecompanies.com> wrote:
Hello Lavurne,

Thank you for the update. Can you please forward me the confirmation email from management for the shift on Thursday 5/1/2025?

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 16, 2025 8:33 AM

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

Subject: Re: L.Jeffreys

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 have contacted the states and resort, in regards to my nonpayment.

On Tue, May 13, 2025, 7:28 AM L J <lavurnej@gmail.com> wrote:

This my mapquest log.

Your visits and Map...

Visits on this device

No visits to this place on this device



Web & App Activity
is on
Auto-delete (On)



Recent Maps acti...



Delete



Searched for Black Desert
Golf Course

Tuesday, May 13, 2025 • 7:25 AM

Viewed Black Desert Golf





Course

Tuesday, May 13, 2025 • 7:24 AM



Searched for Black Desert
Golf Course

Tuesday, May 13, 2025 • 7:24 AM



Directions to Black Desert
Golf Course

Friday, May 2, 2025 • 4:12 PM



Directions to Black Desert
Golf Course

Friday, May 2, 2025 • 4:10 PM



Viewed Black Desert Golf
Course

Thursday, May 1, 2025 • 5:49 PM



Viewed Black Desert Golf
Course

Thursday, May 1, 2025 • 5:36 PM



Searched for Black Desert
Golf Course

Thursday, May 1, 2025 • 5:36 PM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:27 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:16 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:16 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:12 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:09 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:09 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 10:09 AM



Directions to Black Desert
Golf Course

Thursday, May 1, 2025 • 9:55 AM



Viewed Black Desert Golf
Course

Thursday, May 1, 2025 • 9:55 AM



Searched for Black Desert
Golf Course

Thursday, May 1, 2025 • 9:55 AM



Directions to Black Desert
Golf Course



Golf Course

Thursday, May 1, 2025 • 9:21 AM



Viewed Black Desert Golf
Course

Thursday, May 1, 2025 • 9:19 AM



Searched for Black Desert
Golf Course

Thursday, May 1, 2025 • 9:04 AM



Viewed Black Desert Golf
Course

Wednesday, Apr 30, 2025 •
6:32 PM



Viewed Black Desert Golf
Course

Wednesday, Apr 30, 2025 •
6:28 PM



Directions to Black Desert
Golf Course

Wednesday, Apr 30, 2025

wednesday, Apr 30, 2025 •
6:28 PM

Searched for Black Desert
Golf Course



Wednesday, Apr 30, 2025 •
6:28 PM

Viewed Black Desert Golf
Course



Wednesday, Apr 30, 2025 •
2:23 PM

Viewed Black Desert Golf
Course



Wednesday, Apr 30, 2025 •
2:23 PM

Viewed Black Desert Golf
Course



Wednesday, Apr 30, 2025 •
2:20 PM

Searched for Black Desert



Golf Course

Wednesday, Apr 30, 2025 •

2:20 PM

[View less](#)

Activity may not appear immediately.
To see all your Web & App Activity for
Maps and other Google services, go to
[My Activity](#).

On Mon, May 12, 2025, 2:32 PM L J <lavurnej@gmail.com> wrote:

At the very least you need to pay me 8 hours. If your company did not need me, I should've been told prior to the start of shift.

On Mon, May 12, 2025, 2:19 PM L J <lavurnej@gmail.com> wrote:

Can you send me a map?

On Mon, May 12, 2025, 2:17 PM Amber Dillon

<Amber.Dillon@theservicecompanies.com> wrote:

Hello Lavurne,

Unfortunately, we do not know who that is. TSC provided specific instructions on where to check in at. We had no other issues with employees arriving at the check-in location. I will follow up with you.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>
Sent: Monday, May 12, 2025 1:54 PM
To: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Subject: Re: L.Jeffreys

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>

No that message was from the person directing traffic. She is the person who told me where to go when I first got there.

On Mon, May 12, 2025, 1:45 PM Amber Dillon
<Amber.Dillon@theservicecompanies.com> wrote:

Hello Lavurne,

Please clarify. Was it a manager who checked you in?

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>
Sent: Monday, May 12, 2025 1:43 PM
To: Amber Dillon <Amber.Dillon@theservicecompanies.com>
Cc: Samuel Grasser <Samuel.Grasser@theservicecompanies.com>; HS San Diego
<hssd@theservicecompanies.com>; Patricia Marroquin
<Patricia.Marroquin@theservicecompanies.com>
Subject: Re: L.Jeffreys

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>

No, that message is from the person I met.

On Mon, May 12, 2025, 1:24 PM Amber Dillon
<Amber.Dillon@theservicecompanies.com> wrote:

Hello Lavurne,

Are you sure you did not work for Event Aces? The number on the screenshot you sent is not one of our managers. There was another staffing company for the same event that worked with BTS.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Monday, May 12, 2025 1:19 PM

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

<Samuel.Grasser@theservicecompanies.com>; Patricia Marroquin

<Patricia.Marroquin@theservicecompanies.com>

Subject: Re: L.Jeffreys

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>

On Mon, May 12, 2025, 1:02 PM L J <lavurnej@gmail.com> wrote:

If I was making up working at a golf tournament, why do I have so much detail.
Did anyone talk to Shannon.
I WAS THERE, AND WORKED.

On Mon, May 12, 2025, 12:44 PM Amber Dillon

<Amber.Dillon@theservicecompanies.com> wrote:

Hello Lavurne,

As mentioned on Friday, we are still in the process of confirming your participation in the event. While we appreciate the photos and information you shared regarding your experience, we have not been able to verify your statements at this time.

Additionally, the badge pictured was only distributed at Parking Lot 7. According to your account, you were at Parking Lot 2, where no badges were issued.

We are continuing to review all the details and will follow up once we have more information.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Monday, May 12, 2025 12:39 PM

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

Subject: Re: L.Jeffreys

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>

??? Hello I shouldve been paid already.

On Sat, May 10, 2025, 7:16 AM L J <lavurnej@gmail.com> wrote:

Hello Lavurne,

We are currently working to confirm your participation in the event.
Do you go by a nickname? -**NO**.

Also, Sam mentioned the following details from your conversation (see below).

Did you arrive at parking lot 7 at any time?

No. Parking Lot 2.

The person working the lot/directions, told me I was in the right spot. She insisted I wait for a few to take a cart.

There were two other people in black looking for their location.-They waited for a cart and I politely told her I might be late, and it'd be quicker to walk. (This lady had on a yellow/orange reflective vest, knew a lot about the area). (She's between 25-30, 5'5, brown hair, glasses, and had recently had dental work.

The parking lot had about 10 cars (maybe).

Who handed you the badge?

There was a Hawaiian/Tongan gentleman with a pony tail, about 5'10, black shirt. Who took me too, the modulars, where I was given my creditals, (A lady between 21-24, had on visor, with pony tail, polo shirt).

I was give directions to Shannon's location.

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 "Cher style" brunette hair). They eventually gave her a badge and sent her to serve drinks but "Shannon" (5'6"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.

On Fri, May 9, 2025, 2:10 PM Amber Dillon

<Amber.Dillon@theservicecompanies.com> wrote:

Hello Lavurne,

We are currently working to confirm your participation in the event. Do you go by a nickname?

Also, Sam mentioned the following details from your conversation (see below).

Did you arrive at parking lot 7 at any time?

Who handed you the badge?

- 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" brunette 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.

Thank you,

AMBER DILLON | Senior Director of Human Resources - Hospitality Division

THE SERVICE COMPANIES

O: 415-635-4178

E: amber.dillon@theservicecompanies.com

W: theservicecompanies.com

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

Sent: Friday, May 9, 2025 1:57 PM

To: L J <lavurnej@gmail.com>

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

Subject: Re: L.Jeffreys

Hi Lavurne,

Understood, we'll update you as soon as possible.

Thank you

SAM GRASSER | Assistant Operations Manager, Hospitality Services

THE SERVICE COMPANIES

[2900 Monarch Lakes Boulevard – Suite 202](#)
[Miramar, Florida 33027](#)

O: 909-328-8261

C: 909-264-9097

E: Samuel.Grasser@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 9, 2025 1:55 PM

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

Subject: Re: L.Jeffreys

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.
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Legally you have to pay me, and I also got my alcohol certification, just for this gig.

On Fri, May 9, 2025, 2:40 PM Samuel Grasser

<Samuel.Grasser@theservicecompanies.com> wrote:

Hi Lavurne,

We are currently investigating all avenues and will connect with you once we have more information.

Thank you

SAM GRASSER | Assistant Operations Manager, Hospitality Services

THE SERVICE COMPANIES

[2900 Monarch Lakes Boulevard – Suite 202](#)
[Miramar, Florida 33027](#)

O: 909-328-8261

C: 909-264-9097

E: Samuel.Grasser@theservicecompanies.com

W: theservicecompanies.com

From: L J <lavurnej@gmail.com>

Sent: Friday, May 9, 2025 1:26 PM

To: Human Resources Inquiries <hrrinquiries@theservicecompanies.com>

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

Subject: L.Jeffreys

Am I getting paid for the 11 plus hours, I put in?