From:	Whitney Majetich
To:	Deb Lemon
Subject:	FW:
Date:	Wednesday, March 8, 2023 8:24:29 PM

Whitney Majetich
Operations Manager
324 Robert Street
Cody, WY 82414
Mobile: 307-578-6031

From: Stephanie Santana <stephanie@echocomm.com>
Sent: Wednesday, March 8, 2023 12:22 PM
To: Whitney Majetich <whitney.majetich@vaquerobighorn.com>
Subject:

Hi Whitney,

I'm training someone today but saw your message. The op who took the call tried Brandon & there was no answer. She put it on an alarm to retry in 10 minutes per instructions and went on lunch. The person it went to since she was off, did NOT follow through. I have went over your account with that operator so they are clear on how to locate and follow through. This should not have been missed, there is no excuse for it.

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Thank you,

Stephanie Santana

Operations Manager

Echo Communications

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