

Meeting 05 03 2021 9AM CDT

Josh, April, Melanie, Charles

A. Pro Logue Charles and History

1. Joined store in late January of 2019. Hired as a cashier.
2. Has missed two shifts since that time
  - A. 12/ 2020 Delivering Christmas cookies around town
  - B. 04 / 01 / 2021 Missed due to what happened on 3 / 30 / 2021.  
Note: this was the fifth scheduled day, and the definition of part time is a maximum of four days.
3. Have worked extended shifts whenever asked
4. Voluntarily left early to save company money and reduce hourly allocations in the front end. Did so as lately as early last week.
5. Whenever requested have responded to call ins. Total number probably exceed 150 since employment inception. Declined Sunday due to the pendency of this meeting today.
6. Past cashier of the month and Homer Award recipient.
7. Past Motto: I have your back.

B. Meeting Introduction

1. Came to bury Caesar and not praise him. I am Caesar's body.
2. Timeline
  - A. Emily approached me several weeks ago to swap shifts to help her vacation plans.
  - B. Unable to swap one shift because I was not an HC.
  - C. Determined that I could do more to help HCs and FES if I had that credential and capability. Why I applied.
  - D. Interviewed with April and Chris Sullins. Lasted about twenty minutes.
  - E. Chris came to me afterwards on the floor next to Customer Service. Told me it was the greatest interview he had ever conducted. Spent three minutes thanking me.
  - F. Last week on three consecutive shifts the head cashier on duty told me I was awesome. Three days in a row with different people.

### C. Friday April 30<sup>th</sup> and Aftermath

1. April indicates she was upset with me for not going through her to speak to Josh about potential serious liability hazards present in Garden. I followed that meeting up immediately with a text to her. I agreed and apologized. Now I wish to amend slightly. When people are at risk you must act, and I did so. For anything else she is right, and I am in perfect accord and have always done so with her and everyone else in the building.
2. At PRO at 5 PM Savannah asks me to go to Melanie's office and meet her. PRO was a zoo and I had just finally tamed all the lions when she arrived. Dubious at leaving this post at that moment I still followed the request. Melanie was not in her office and the door to Training Room closed with sign that said Interview in Progress do not disturb. After ten minutes I went to lunchroom. April was eating dinner and when I realized Melanie was not in the training room, she suggested I look for her in Receiving.
3. I found her there with John and the meeting commenced. Neither Melanie nor John had been at my interview. I thought John being there was odd and still do and even more odd that neither April nor Sullins were present. Melanie congratulated me on interviewing well, but another had done better, and they had selected them. According to Sullins I was the best he had ever seen or experienced. Melanie was not present at my interview. So this statement did not make any sense. I then asked who got the job and was told it would be announced later. I stood up to return to work and knew PRO might be a mess, so I wanted to return there. On the way out Melanie said I could always reapply. That did it for me. I whirled around and told her why in the Hell would I ever apply for another position in this store.
4. Review my credentials above and add to that my life work outline plus the comment made by Chris to me about my interview and I knew this had all been Kabuki Theater. I was simply dragged through the mud and apparently lied to. My great sin was to apply to try and help the HCs and FES.
5. John shadowed me to possibly see if I was OK but quickly noticed that when customers are in play or fellow grunts need help this grunt responds.

6. April sent me to Garden to end the shift and lock it up. I locked the gate and the annex gate, swept the floor, and emptied the garbage cans plus separated return plants from returns that belonged inside. Also helped the vendor move flowers inside before locking the pedestrian gate.
7. I left April a note stating the printer receipts stored were at risk of getting soaked. I reference that I did not care but wanted to give her a heads up. She later texted me with concern over this statement. I texted her back that after Melanie and John had buried this battle ax between my shoulder blades on behalf of management that yes you could say I was a bit upset.
8. Thinking over night I was upset and depressed by the treatment received. I knew the next morning I was not in shape to bring this battleax lodged between my shoulder blades into work, so I called out. ASM Roland took the call and helped arrange this meeting. I then dialed the HC Ashley to give her a heads up and invite April to this meeting. I then later texted April to make sure she had the notice. She responded.
9. On Sunday Ashley texted me to come in and I explained that I was unavailable pending this meeting and outcome and begged her to forgive me for not having her back.

#### D. Summary

1. Applied for this position to increase my effectiveness for FES and HCs.
2. For this I was subjected to Kabuki Theater and dragged through the mud of a show trial interview. Plus apparently lied to.
3. Reality- Another person had already been anointed who did not have my background, results, or history. I apologize for mudding the water on this. It won't happen again.
4. Decisions lead to consequences and collateral damage. I am both in this case.

## E. Going Forward

1. April no longer has me in her back pocket. I no longer have her back. Do not interpret that I might try and doing any back stabbing because that is not happening. Do understand this means that she no longer has me available as an option when need arises.
2. Trust has been buried with Caesar. We shall still do business effectively, but trust and relations have been exchanged for verification and validation.
3. No more call outs. If I am not good enough to be a HC, then I am not good enough to do call outs either. The person selected should do this. If they don't or won't not my problem.
4. No more extra functions.
5. No more changing shift due to call outs on a given day.
6. The offer to do heavy lifting in Garden is hereby revoked.
7. We shall work effectively going forward. Verification and validation apply now within this business context. That works well in business.
8. Customers will see no change in services provided by Charles.
9. Employees who have my back will continue to have me have their backs as well.
10. Managers will see no change in Charles when customers are involved. Most importantly, Charles will continue to be the cash cow he has always been for Josh whether recognized or not.

## Addendum

1. Charles approached Melanie, Josh and Christy last summer with a proposed solution for PRO. He volunteered to go there then for thirty hours a week including weekend assignments.
2. He was told by Melanie this could not be done. Several weeks later you put Rachel there and increased her hours to 32 or more to provide benefits. I wanted to work a maximum of thirty and avoid benefits to save Josh money. Oh yes, she walked out the door and I am still here,
3. Despite this it would make a lot of sense to do this with me now.
4. I could easily learn to do all return functions. This frees up Sylvia when she and Missy are trying to do phone sells and quotes. On the weekend I could do returns to relieve an overburdened customer service unit.
5. This is worst now with Bob gone.

6. It also would reduce a scheduling headache FSE has to consider each day. I come to work, I am prepared and I always perform.
7. I can make you more money here than elsewhere.

Charles Ford

May 2, 2021