

## **Items List**

**10/2019**

**Charles Ford**

### **1. Shift change problem**

- A. I was asked by Ashley on October 10 shift if I would exchange shifts for Sunday, October 20<sup>th</sup> with Phyllis. I thought it over and declined to agree to swap shifts but I told her I would take the shift with no swap even though it meant I would have to work four days in a row. I would be willing to do it so Phyllis could go to Ashley's baby shower during this time period.
- B. Ashley told me at the end of the shift she was agreeable to my counteroffer and that she would endeavor to get Phyllis an additional shift as an offset as opportunity developed. As we closed garden and parted company at the end of my shift, she reiterated her commitment and told me to be sure and pencil Sunday into my work schedule and not to forget.
- C. I was in garden and as we closed it the next evening Ashley told me not to worry about the October 20<sup>th</sup> shift because Phyllis had found a swap mate. Phyllis had visited me in garden a couple of hours earlier and wanted to know why I would not swap. I told her I had good shifts that week and that I had no reason to swap.
- D. My problem is this. I received an offer to swap. I declined but made a counteroffer that was accepted. At that point that Sunday shift became my responsibility. I was told to schedule it and not to forget. It became my shift then and my responsibility just like any other shift. Then it was taken from me without my agreement.
- E. I asked Ashley about this on Tuesday of this week. That was the first time she and I had an opportunity to be at work at the same time since Friday. I explained to her that my problem was not the shift or the taking of the shift. The problems I have are that the shift was taken from me after we had an agreement that it was mine. A bigger potential problem is that this created a

moment where I trusted what I was told and then later had it taken from me. That is a dangerous precedent. Not that it matters but in the interim I had rearranged that Sunday to accommodate this shift.

Ashley said Phyllis told her I did not want the shift and that I said that corporate would not let me work the shift. I responded by saying I said no such thing. Ashley told me I said the former to her. I agreed but reminded her that once I agreed to take the shift that was a moot point. That was my decision to make and consider and I did when agreeing to take the shift. So now a shift was changed that belonged to me on the basis of hearsay. Not good.

**I have to be able to rely on what you and the supervisors tell me. If I can not rely on that here how can I be expected to do so in the future without requiring verification and validation? This is the real problem that requires attention and solution from my perspective.**

## **2. Contradictory Instructions**

- A. Last week I arrived to work and additional shift and time. Shayla was in the break room and thanked me for coming in to help out. I said you are welcome and mentioned I had an idea for the Garden. She took me to the ASM in the conference room and I presented my brief idea. It was to spray damaged bags with a purple stripe and sell them at 50% off. I am sorry I do not remember the ASM's name but he is the one you worked with in Florence.
- B. Anyway, he said that they wanted to sell this by the pallet. I explained this created half full pallets and all kinds of material on the floor. He agreed and said I had authority to discount 50% as damaged. I responded by saying I had received written instructions a month or so ago not to do that hence the genesis of my idea. He then said as he was giving me authority but not to advertise it. Just do it quietly on a case by case basis.
- C. So here we go again. I am told one thing and instructed to do another.

### **3. Incomplete and Absent Training**

- A. On Tuesday night at Pro an older couple arrived with a large amount of wood flooring and the purchase order.
- B. I scanned and the total for the sale was roughly \$600 to \$700. They wanted to use a check to pay for it. The system accepted the check then the screen put up a box I had never seen before. It was to call an 888 number for further authorization. Clueless, I called Ashley but she was tied up and unable to take the call. I then voided the transaction, explained my problem and sent them to the service desk. What I did not know is the moment I did that the check would then be rejected when the number was called according to Ashley.
- C. I found this out when she came to close Pro at store closing. I asked her about what I had encountered. She explained what I should do and moved on. I can't. Two older people had a large order we had filled. My ignorance prevented consummation assuming the check would have been authorized. Now we had to restock 40 boxes of flooring panels, we had ruined a customer transaction and lost a \$600 sale because no one ever bothered to inform me about what to do with this.

### **4. Saturday Option to Consider**

- A. I have been scheduled virtually every Saturday since the end of July. I like working Saturdays so no problem for me but it is creating a problem for you.
- B. People call out almost every Saturday. Since I am already scheduled the most coverage I can give you is roughly two additional hours.
- C. I have always come in to work any time you have ever asked. I have eight plus months of proof on this. I even closed one night and opened the next morning.
- D. Would it not be better to schedule me another day knowing when this happens you have almost a guaranteed replacement that can cover up to six hours for you on that day? Just a thought.

## 5. Schedule Reduction

- A. I have wanted and have had is a base 16 hour week then be available to you as needed the three other days.
- B. My schedule has been reduced to 12 hours beginning in November.
- C. I would like to get at least 16 hours a week even if the fourth shift is developed because of call outs or coverage needs.

I realize I am nothing but used gum on the bottom of everyone's shoe. I accept and understand that as a cashier. However, even used gum occasionally runs into concrete, hence this piece for consideration and review. Thanks.

Charles Ford

Hi Wally. I had one other item that I deleted. While cutting my hours 35% the corporation then declared cashier appreciation day for today! They gave me a brown paper bag with a purple shirt and badge to wear. The badge is made in Red China by imprisoned Christians, Falun Gong members, Tibetans or Uighurs awaiting involuntary genocide through organ harvesting. The shirt is made by a sweat shop in Sri Lanka, Bangladesh, Communist Vietnam, Malaysia or possibly the Philippines. The color purple is the color of Sumerus but that is too much to detail here.

I decided to not participate.

I met and coerced everything on the Word document with the cashier manager Christy yesterday. I verbally added this to the end minus the color purple discussion and she said it would be okay for me not to participate today. I also advised her about the schedule hire reduction and how ironic that was and said that a corp. only has one form of appreciation that matters and that is money paid. Reducing my hours by 25% indicates what appreciation they really have for me. I think she understood.

Just to fill in some blanks. I will be interviewing with Tractor Supply as they just broke ground on a store next door to the Depot!

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