To the dear branch manager,

Hi … It has been a while that I wanted to bring up some important points to your attention. I have been working in this branch for Nine months. Over these period I have always been very cooperative respectful and professional. I have always met my goals, in fact I always exceeded a lot more than the actual cluster. I’ve been super motivated, energetic and tried my best to attract as many customers as I could and refer them to our sales team. My customer service has been outstanding as I have two double greens and one single green and many other verbal feedbacks from other clients to Jaime, Shariza, Emma and of course Mr Poouya!

I am very careful when I am conducting a transaction, ill try to be extra cautious and diligent (detective) and try to minimize my mistakes which I can almost certainly tell you that had no mistakes! I have never been late to work over the course of 9 months. I have only one time called in sick which I gave notice to Jaime a day before. worth to mention that I love my work, our team and the managers and it has been a great 9 months so far.

However, I’d like to take your attention with some of my concerns and objections. I feel there is a mistrust between shareeza and I. It seems to her that I am just a Yonge guy that parties and doesn’t like to work a lot. when shareeza started being in charge of scheduling, she asked us to give her our availability. So I mentioned to her that I can come to work only 3 days a week and the availability that I gave to her was well above 15 hours which it was more than what I promised to work. I mentioned to her that school is my number priority (just the way is the number priority for your daughter). I work hard for my school and I have many course to take care of. I also mentioned to her I understand this your business. However, upon my hiring process I mentioned to Maria (the temporary manager at that time) that I am going to school after summer but, I can still come 15 hours a week and she said that’s totally fine and there are other csr’s who go to school and work here as well. Again, she didn’t trust my words and she asked me to email her my school schedule just as proof that I have classes 4 days a week; although the availability that I provided her was the best that I could do. I have all the records in case they are needed.

 I honestly have been very upset because of this mistrust. I started asking my fellow colleagues (the ones that go to school) if shareeza has also asked them for their school schedule. They all said no she didn’t ask us; I am willing to mention their name upon request from you only.

This raised a sense of biases and inequality towards me. I understand that she is a manager and she has some more responsibilities; but this kind of treatment doesn’t seem to be ethical and procedural.

Bottom line, I stayed quiet and never mentioned anything to anyone.

Second incident,

On February 17th Saturday, I called at 8 a.m. (one hour prior to start my shift) to inform shareeza that I am feeling very sick and asked her if I can come two hours late; just to let my medication take effect and make sure that I am looking presentable in front of customers. She aggressively responded that If you are going out on Friday night make sure you have someone to cover your shift for the day after. I felt very disrespected and judged. I think this response was pushing the boundaries and interfering with our private life. In fact, that Friday night I stayed at home and worked on my thesis project. When I woke up, I had extreme abdominal pain and I wasn’t feeling good at all and kind of looked pale. She told me that I have to come to work or I have to find someone to cover my shift which is almost impossible (to call people on a Saturday morning and ask them to cover my shift). She mentioned over the phone that this a pattern, that you call in sick and it is all documented! When I heard this, I responded that I’d like to see the documents. Even though I was pretty sick, I drove to the branch I got there about 9:03 AM. I politely asked her to show me the documents that she mentioned; showing that I called in sick and I wanted to see the pattern. When I said that to her, she said no I meant the pattern that you give away your shifts. It appears that she changed her words when I mentioned that I never called in sick over these 9 months. regarding switching shifts or giving them away, everyone switches their shifts or gives them away and that doesn’t appear to be an issue at all.

when I was at the branch she said “Moe go home” and I responded why, she again said “Moe go home”. After I responded that I came here to work even though I’m sick, she asked me to go to your office and discuss things. In the office I mentioned that I didn’t like the way she said that and “if you are going out on Friday night make sure you have someone to cover shift for the day” and I added that this wasn’t ethical. She became very angry and she said “now you are telling me this wasn’t ethical and “Stupid””! I am quite confident that I never said “stupid” because I was sure and careful about the words that was coming out of my mouth. I recommended that I’d like to record our conversation just to protect her rights and my rights, which that made her even more angry. She also said that she was joking when she said ‘is you go out on Friday night you should find someone to cover your shift”! but to me, over the phone, that did not sound like a joke in any way! She said that this is (me) an “HR” issue. I responded that I will come on Monday morning to resolve the issue just in case she would like to report me to “HR”. I have no concerns if she’d like to take this a step further and report me to “HR”.

 Worth mentioning that She is always telling me that I am being very argumentative and I always show her attitude, which is not true. I have worked with you and with other managers “Omar” and “Jaime”, there was not a single time that I had the smallest issues with the management team. In fact, working with you guys has always been a great pleasure, motivational and relaxed. You colleagues always motivated me and taught me how to sell and gave me great feedbacks that allowed me to improve. On the other hand, almost certainly every time that I’ve worked with her, she has made me extremely stressed, demotivated. She generates a poisonous work environment by not allowing me to express my objections, not trusting my words and putting excessive pressure in all kinds of ways. I don’t like to be mistrusted and be treated unequally.