

Subject:

Date: Thu, 21 Apr 2005 07:24:07 -0400

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Please find attached a summary of the meeting yesterday afternoon regarding ARAMARK issues. I apologize for not sending this last night- my laptop had no screen.

I am meeting at 9 with Carolyn to review the details of the meeting. Please let me know if you need more information.

Peggy

Margaret Jablonski

Vice Chancellor for Student Affairs

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 Summary ARAMARK employees.doc

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Summary of April 20 meeting with ARAMARK employees
University Personnel: Joanna Carey Smith, Peggy Jablonski
Observer: David Gilbert

Approximately 50 students and employees(@30 students and 20employees) arrived at South Building around 4:30 pm and requested to meet with the Chancellor. We told them he was unavailable and decided that Peggy and Joanna would meet with them over in the Steele conference room to diffuse the situation in South. The meeting lasted for one hour. Present were 12 ARAMARK employees, one labor union organizer, one student leader (Melanie Stratton), two DTH reporters, and the three university representatives. The purpose of the meeting was to listen to their concerns, ask clarifying questions to elicit specific examples, and to respond to their request for a meeting with the Chancellor and with ARAMARK.

All twelve employees spoke of their individual concerns, providing examples, and they also spoke of general working conditions. We did not ask for any employee to identify him or herself and the comments below are representative and not exhaustive. I have paraphrased the comments and provided bullets and not full sentences. I numbered each different comment- and some employees spoke more than once.

SUMMARY

1. We want the right to organize a union. The 7-3 shift is full of harassment. A supervisor not on my shift, who doesn't know me comes in and gives me more work to do.
2. I work the register swiping the cards and they don't know the system and how it works like I do. They are watching me; I hit one button and can have 3 or 4 people, but I'm not letting in people for free.
3. We want better pay. We have reviews every year, and they are good, but still not better pay.
4. Students don't know the rules of the card swipe and the different meal plans, and they are blaming us for students using each others cards.
5. I work three different positions, doing extra work and I don't want to clean up behind the night shift. I now work 9-3, they have cut my hours. They don't want us to get to 40 hours or pay overtime. I am threatened with my job every day. I am doing 2-3 different jobs. I work the grille, and if asked to do another job I will, but there are 2 of us doing 3 peoples jobs. If I refuse to do something then I can be fired.
6. We are treated like children. They need to show some respect. I refused to go to the new building, then they told me they would change my hours to Thurs-Sun. I have been here 13 years and should not have to move; others have less seniority but they wanted to force me to go.
7. Lenoir is now closing on weekends and I don't want to go to the new building. They should not have the right to move us ...
8. The managers don't talk to people. The pay is terrible.

9. They make us use our vacation time during the holiday and Spring breaks. That is not fair- I can't use vacation time when I want I have to use it when the students are not here.
10. On Monday I was in the dishroom at Rams Head and the manager came in glasses eyed and looked at the walls and under the conveyer belt and said they needed washing and told me to do it. It was a crazy request. I didn't do it. I was told I have to go to the new building...can be fired if I don't move.
11. They are making us work more and don't want to pay us. Two days ago I stayed over late and didn't get a break. Our job is for 3 people and there are only two of us. They make us do the work that is not part of our job. The manager is constantly threatening me about why I am telling others to be part of the union. He told me this is illegal and will cost me my job.
12. The manager put his arm around my shoulder and told me I'm doing a good job and a great worker (same person as #11, so the comment I think means that he is getting a confusing message from the manager).
13. They would not let me use the phone to call for a ride. My cell phone doesn't work in here, and they won't let us use cell phones anyway. What am I supposed to do to call for a ride? I can't park here.
14. I know one worker who had an accident on the job, went to a doctor and needs surgery. They are still forcing her to come into work.
15. Another day I was sick, had a doctor's note and I was not paid for that day.
16. I worked at Chase, was hired at \$7:40 an hour and in my first check was only paid \$7.00. I asked about this and they told me to talk to the head man. I didn't know who to go to. Now I'm at Rams Head and on opening day the lead person was not there and I stood in for them. I showed the manager that I can could and lead, and she asked manager to move to the night shift for more money and he said "this might not be the job for you if you want more money". I don't get paid the same wages of other jobs. They want me to take my break between 10:30-11 (when no food is available) or after 2 when I go home at 2:30 and need to be done. Everyone else takes breaks when they are serving food. I am proving myself every day and have kids and am afraid I am going to loose my job.
17. The cleaning on the night shift is a problem, so the morning shift has to clean and do tables, before we can open. And the night shift gets paid more.
18. Woman on the register: nobody asks me for a break- even to go to the bathroom.
19. Union organizer from Service Workers United: they are being subjected to harassment and discrimination. They are being treated like they are still in slavery. People come to work because they love the students.
20. Many times I do not take a break, only 10min. and I am not paid for 1.2 hour but I didn't take it.
21. I was out sick one day and called in and left a message on the answering machine like I am supposed to. I was called into the office with 2 managers and told "You didn't call" over and over. A asked them to check the machine. They asked the secretary and she said I did call in.
22. The majority of the managers are bad. The head ones are bad. Unprofessional. One manager just this week was tickling a female employee in the elevator.

Re: Your letter to Chancellor Moeser

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We then turned to where to go from here. They requested that a delegation of 3-5 workers meet with ARAMARK and the university to tell them what is going on. They want ARAMARK to hear directly from the workers. The student present asked that the meeting be held together with the student leaders and the workers. We told them we would bring the request to ARAMARK, but it was up to them to handle how they wanted to meet with their employees.

:45 AM