

## Heather Smith

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**From:** Steven Way  
**Sent:** Wednesday, August 22, 2018 4:13 PM  
**To:** Heather Smith  
**Subject:** Fw: Your concerns

Steven Way  
General Manager  
UCF Bookstores  
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Orlando, FL 32816

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[www.UCF.BNCollege.com](http://www.UCF.BNCollege.com)  
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**From:** Jennifer Russell <jrussell@bncollege.com>  
**Sent:** Wednesday, December 20, 2017 4:09 PM  
**To:** Steven Way  
**Subject:** Fwd: Your concerns

Begin forwarded message:

**From:** [REDACTED] <[REDACTED]>  
**Date:** December 20, 2017 at 4:02:21 PM EST  
**To:** Jennifer Russell <jrussell@bncollege.com>  
**Subject:** Re: Your concerns

Hi Jennifer,

I'm happy to have a phone call with you, but with it being the holiday season and me managing a restaurant while I am home for the holiday, I have been a busy bee!

I'm more than happy to provide my experiences here in this email, but would be more than happy to talk on the phone if thats easier for you to understand my situation...

*During the interview process, I was told that I needed to be available during winter break in order to work in the online department. I disclosed that I would not be available since I would be going home for the holiday. Nonetheless, I was assigned to this department anyway. I emailed the bookstore and stated that I was not going to be available during winter vacation and I*

wanted to make this known, incase an assignment mistake was made. I was told that they were well aware of my availability and wanted me in that department anyway.

I attended a training session on November 6th, you could consider this my first day as an employee at the bookstore. During the training session, once we finished the role play scenarios, basic procedures, rules, etc, we were dispersed to the managers specific to our departments. In the online department, our manager was entirely uninterested and clearly had better things to do and other things to take care of. I understand the busy role of a manager as I manage a restaurant back home, but I always have undivided attention to new employees.

We were told to sign up for the scheduling website and we would begin to see training shifts appear on our schedule.

The first week went by and there were no training shifts on my schedule. I emailed the manager, through the scheduling app, and asked why there were no training shifts. I never received a reply. I then reached out to him through his personal email, which he provided to us, and he told me that due to the lack of textbooks on the shelves, there was nothing for us to be trained in. Another week went by with no shifts. A third week went by, I had no shifts on my schedule. The manager sent emails to everyone stating that due to the internet being down in the online department, he had nothing to train us with.

I went into the bookstore one day to get my paycheck from my training shift. I asked one of the managers behind the checkout counter if I could go get my check, he pointed towards the back of the store and told me to feel free to go get it. The office where the checks are kept was locked, I asked another employee who I could ask to unlock the office. She told me to find the cafe manager. The cafe had a line of 10+ people and was very busy, so I didn't want to bother anyone that was working in there. I went back up to the empty cash register desk where the original manager that I asked my check for and the cafe manager were located. They were having a conversation and I politely let him know that the office was locked and I needed someone to unlock it for me so that I could get my check. I was met with eye rolls and attitude from both managers, who were obviously too busy in conversation to bother with unlocking the office door so that I could obtain my money. After deciding who had to complete the inconvenient task, the office door was unlocked for me and I was given my check.

On November 29th, I emailed the manager of the online department and expressed my concerns with the lack of training shifts. I explained that I would like to be trained in a different department so that I could be a useful employee, during the busiest time of the year, when school resumes after winter break. My email was ignored.

I am typically a very understanding individual and understand the stress that comes along with being a manager, but the experiences that I have had at this location, before I've even worked my first day, are baffling. I've never been met with more attitude and unwillingness to help or assist new employees. I was very excited about this job and was very excited to work outside the food industry, as that is what I'm used to. I have had nothing but a horrible experience at this location and as much as I wished for it to work out, I will not work for a company that has managers that treat their new employees in this manner.

I'm sorry for the length, but I wanted to provide as much detail and information that I could so that you are able to see where I am coming from and what kinds of experiences I had.

Thank you so much for your time and assistance with this matter,

[REDACTED]

On Dec 20, 2017, at 9:53 AM, Jennifer Russell <[jrussell@bncollege.com](mailto:jrussell@bncollege.com)> wrote:

[REDACTED]

Thank you for your reply. I would like a better understanding of what made your experience so negative so that I can address it and give some guidance and feedback to my team. Again, I will be happy to give you a call to discuss further.

Jennifer

On Dec 18, 2017, at 5:07 PM, [REDACTED] wrote:

Hi Jennifer,

Thank you for reaching out. Long story short, I've had nothing but negative experiences during my interactions with a few of the managers in the John T. Washington Center location.

I'm more than happy to go into detail if you need me to, but at the end of the day, I do not wish to work at the bookstore anymore.

Thank you for the consideration and I appreciate the opportunity, but I feel as though I have been treated very negatively and I do not wish to continue the hiring process.

Thank you,  
[REDACTED]

On Dec 18, 2017, at 3:53 PM, Jennifer Russell <[jrussell@bncollege.com](mailto:jrussell@bncollege.com)> wrote:

Hi [REDACTED],

My name is Jennifer Russell and I am the Regional Manager that oversees the UCF Bookstore. Your e-mail was forwarded to me regarding some concerns you have with your recent employment at the bookstore. Do you have a contact number where I can reach you?

Regards,  
Jennifer

Jennifer Russell  
Regional Manager  
Barnes & Noble College

407-823-1016