

Verizon is a great company to work for although all centers aren't managed the same. Let's talk about the Hampton FSC. Management's scrutiny is at an all time high, they are demanding more and respecting us less. We understand and perform our jobs to the best of our abilities, but that's not good enough.

- They change the metrics, while still requiring us to perform excellent customer service. They've also added more verbiage to our script, but reduced the talk time. What's up with that?
- The Attendance administration has been out of control for years! Enough said.
- Sell one more is a great incentive for associates they can win prizes, trips, gift cards, ETC, however it was strictly voluntary! (which means optional) Why are some associates being fired for something that doesn't pertain to metrics? For something that's not mandatory!!!!
- The Director of the center is so impersonal he keeps to himself. He says he has an Open Door Policy, but it's by appointment only!!! Scott Nunes took the time to learn everyone's face and name. He would walk the center, speak to his employee's with a smile and take the time to personally congratulate employees for a job well done
- Management is going around to associates desk and complaining about the content, Why? How are the belongings on my desk affecting my job performance? Maybe I work better with the comforts of home; I spend most of my time here anyway.
- Why is the MORAL committee made up of only management personnel? What was wrong with the old moral committee? They held contests, team and individual activities and they were open for suggestions. What is this Moral committee doing? The moral in the building is at an all time low!!!
- Having said that, this is my favorite. No live plants, food, excessive clutter, etc. Because it make's the office look dirty, How about the cleaning company doing the job

they are paid for.... Like pulling out the vacuum once in a while, using a duster to clean off the perimeters of the desks. It's been 5 years since this building was opened, have the carpets EVER been cleaned?

- Looking back, there is a lot more I can add to this list, we can complain forever! However it still doesn't change the fact that this is OUR place of employment. Management needs us to survive, ponder this..... "A well trained, highly skilled employee such as ourselves can exist productively under just 1 manager. Can all the management in this building exist with only one employee?"
- We need to stand up and take back the FSC. Nothing radical, we need to collectively find a way to make our jobs enjoyable again. Make this a job we're proud of, not just a means to acquire a pay check. Many of the issues listed above we can't change, but we can change our own destiny.
- Sometime ago this center was number 1, excelling in all the company placed before you. We need to become that center once again. Verizon is always looking for a reason to reduce its liabilities, while we're still under the radar let's turn this FSC around. Remind Verizon we are still the valuable asset we once were.
- The metric's are inflated, but they are obtainable. We've been doing this job for a while, we've learned several short cuts to simplify our job, implement them!! Stay within the guidelines; achieve your metrics, Show the company you are good at what you do.
- The attendance administration is just that the attendance administration. The best way to avoid them is to come to work. Come promptly, tardies are avoidable. Use your slides, your personal days and vacations days wisely. FMLA, disabilities, and short notice issues come see your stewards, or call a steward BEFORE it becomes a problem. That's what they're there for!

- Sell one more is an employee's dream, if it's done correctly. When they 1st rolled it out they didn't have all the bugs and flaws tweaked, so as we all know some of us tried to beat the system. We got greedy and we did some things that weren't quite right. Although not mandatory, we still needed to play fair. With that being said I know due to people being terminated you are scared to participate. However the employee's that were fired for "SOM" did receive there jobs back. I truly encourage you to participate, this is a program that's designed to grow the company, it will also provide more jobs for others as well... we've all seen the circle on the board. Besides it has some fantastic things to offer. "I went to Disney, purchased a 32" TV, and an IPOD touch" Try it.
- Well Philip Jenkins is who he is; he has a strong military background and feels everyone should have the same commitment. This is not the Military, and maybe he should approach things in a different manner, but he is how he is. We need to show him how we compromise; give a little to get a lot!!! But hey, if it's not broken.....Verizon will FIX it. Just some human compassion can go a long way.
- The issues with the desks are a pain; it depends on what we're talking about. In some instances, the company is referring to the equipment. We are not allowed to plug anything into outlets or computers that include keyboards or mice. But we are allowed to use battery operated fans and any other battery operated mechanics. Just keep the desk's neat, tidy and loaded with battery operated mechanics
- The Moral, well there is nothing we as associates alone can do to fix this, Moral is a give and take from management and the associates. Do your part and MAYBE management will start to do theirs.

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