

## **What is unseen in one of the Best Places to Work in Ireland!**

First, I would like you to know that I enjoy working at the Hilton, mainly because I see that the management team works to strike a balance between employee well-being, customer satisfaction and the success of the Hotel.

I am very grateful to Diogo, Adam and Barbara, you are always here taking care of our well-being. What is unseen in one of the Best Places to Work in Ireland!

Everything I'm going to write here is nothing personal, it just has to do with work.

I don't feel happy writing this text, I actually feel ashamed. This is a company and not a school for children.

No one here is anyone's mother or father because those who have big children are elephants.

I may be fired, but as a hotel employee, I will report what I feel is wrong.

I start by asking if it makes sense for the office team to do everything for the well-being of employees while supervisors create stupid rules and do everything to create a dictatorship!?

Honestly I'm being politically correct and coherent.

### **Supervisor Matthew!**

I'm already predicting the title of the next book I'm going to read "Brazilian imposes dictatorship in Ireland"! This is theory, sorry for the sarcasm.

Let's practice! Well, to begin with, Mateus passes by his subordinate and doesn't say hello and I think that's a lack of respect.

Someone needs to explain to Mateus that he is a supervisor and not the owner of the hotel, and they also explain that a supervisor is not synonymous with doing nothing. Thanks!

He goes to work when he wants to, he goes out 150 times to go smoke (I exaggerated, I know, it must be 149), as soon as he goes to work he goes to break, he comes back from break when he wants and I don't see him working.

He is rude, arrogant..., he was already very rude to me and apologized, as it was obvious that I was going to report it and I didn't.

He despises our work because when he went to work at breakfast, he said with contempt that he didn't come there to clean tables and wash glasses.

He is another one who makes up rules like Dayane and these rules are imposed on the staff without anyone's approval.

Mateus has twice taken me off the floor with 1 hour left to finish my shift. The first time was to polish it and even my colleague offered to polish it and I stayed on the floor but he insisted that it was me. Second time he took me off the floor because the afternoon staff would come in. He told me to go vacuum the function room, take out the rubbish and put 150 or 250 chairs on the floor. I questioned his attitude and he simply turned his back, I went to talk to Dayane and Dayane asked to speak to Mateus who told me that his team worked on the floor, which was the Night Shift people.

I thought we were the Hilton team.

So integrity is part of the Hilton values. Where is the impartiality?

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I did the work that anyone on the floor does. I did it quickly so I could stay on the floor at lunchtime. My supervisor wrote on the board that I was going to work in section 2. When I came back from the brake I started working in section 2 and my colleague Mikaely in the bar. Yes, my colleague was doing supervisor Mateus' work. To my surprise, I was once again removed from the floor to be able to go to polish, with 1 hour left to finish my shift. Whenever I'm working on the floor I'm sent to the kitchen to polish or do some cleaning because another colleague is going to come in. It's not FAIR, I'm not treated like other colleagues.

I could perfectly well stay on the floor learning like all the staff. It didn't justify going to polish at the time because Diogo hired someone to polish and do room service that started the shift at 4pm. The priority is the customers, right? So why was I taken off the floor when I was alone serving customers?

I don't complain about the work, I complain about the way I'm treated in relation to other colleagues... or do you have a physical standard for working on the floor? Is what it seems! I'm not seeing equality!

I hope EVERYONE is aware of the rule that senior employees do not Hoover the floor, do not polish, do not bring trays from the floors. Bottom line, we have to pray we don't work with them or we'll work for 2 and get paid for 1. These rules don't apply on supervisor Ciara's shift.

I already reported to Diogo several abusive attitudes by Dayane and nothing is done. Lately rules were created and these rules were approved by Diogo. Almost all the rules were created by Dayane, but she is the first to break the rules.

I asked for a meeting with the staff in the morning and so far no meeting.

Continuing, after all I am Vanisia, neither Brazilian nor white... I spoke to my supervisor Dayane, as usual, about withdrawing from the floor. As always baseless justifications.

As I was talking to the supervisor, Mateus arrived to tell me if I wasn't satisfied with the job so I could leave, (referring to leaving the Hilton) talking about my professionalism and respect.

I thought Mateus was very funny, hypocrisy reached its maximum value, it's better than our breakfast salt. Sorry for the irony, it's very difficult to be politically correct all the time, but I'm still coherent.

According to Dayane, Mateus went to defend her. I ask, defend from what?

Mateus accused me of disrespecting Dayane... when did I disrespect Dayane? I told Dayane that I would report the fact that she was not treated equally with the other staff.

Mateus was supposed to be on the floor working and not listening to my conversation with Dayane since he was the only person working at the bar and who could handle the till. How does he arrive to talk about professionalism when he is not?!

### **About supervisor Dayane:**

Honestly, as a professional in the hospitality industry, working with Dayane is horrible! Dayane is a boss, far from being a leader. He is not professional, we work under pressure unnecessarily. We work sadly, she makes up rules every day, she doesn't know how to talk to customers, she's nasty, she makes us feel insignificant.

She is prejudiced.

Why is it horrible to work with Dayane?

She acts like the owner of the hotel, but a backward-minded owner. She wastes more time spying on us than doing her job. It prevents us from working as a team, we cannot

ask for help from a colleague. She approaches customers with authority, she doesn't know how to solve problems. She hurts the kitchen department because she practically encourages customers to complain, yes, that's right. If you're talking to a customer, she interrupts you showing her authority in an unnecessary and unpleasant way.

Prejudiced why? I could number several situations but I will number the one that made me the saddest: on my colleague Rafael's birthday, which was days before he left, we sang happy birthday and a photo was taken of which Dayane decided that I could not participate in the photo. The breakfast team except me. Why? She must have an excuse as usual. According to her, it was because I wasn't Brazilian and the photo was for her husband. What? No comments!

Respect is earned not imposed when you do not respect others.

I'm human although everyone has personal problems, out of consideration, I won't talk more about the wrong things that Dayane does, because it's shameful.

I don't know about Mateus, but Dayane wanted a rule that would prohibit us from reporting to Diogo because, according to her, we are at the base of the pyramid. But as they are close they must be fighting for the same rule.

Dayane and Mateus are not the owners of the hotel, this isn't Brazil, it's Ireland, it's Europe, we're in the 21st century, so don't try to implement a labor system where employees are humiliated and disrespected. They think they are the sovereigns, when they speak we have to remain silent. It's not like that, they want to dictate the rules, they want to speak ill of you and keep quiet. We are people and they are very wrong if they think we are stupid.

What I am doing, I believe is what many want to do and are afraid of because of their revenge.

Why don't we have these problems with other supervisors? Because they are professionals, they understand that this is the workplace where they sell a service and are paid for their work, not their home.

I'm not the only one complaining and I'm sure.

I would like Diogo or Adam to give more importance to our complaints or the human resources department.

Also, I would like the supervisors ( Dayane and Mateus) to stop going to the COUPLES to smoke, that's right, they take a staff to go to the smoking area and often there is a person on the floor to stay at the bar and on the floor at lunchtime or in front receiving customers at breakfast. This is also a lack of professionalism.

Best regards

Vanisia Rocha Gomes Brandão