**Interview with drapery staff**

How does communication work in Dunnes Stores?

* The staff members report to their respective department managers, in my case it would be Manuel Lopez, then they would report to the store managers, whether it’s Liz from grocery or Carl from drapery, then they would report to Susan from Personnel, who then reports to Ann from Head Office.

What types of communication are used?

* Managers normally use email for outside contacts, as well as the phone, but more so email. Staff have meetings once a month with the various managers and personnel to keep up to date with what’s going on, sales targets, that sort of thing.

Who talks to who? What’s the chain of command?

* At the top of the chain is Ann Heffernan from Head Office, coming down the ladder would be Susan Curtis from Personnel, then Liz as the grocery store manager and Carl as the drapery manager, then the department managers and then the staff.

Do the mangers organise staff events? If not, why?

* No, they don’t have enough time to organise a staff event.

Do the staff organise events then? How does word get out?

* Staff organise every event we do. We let other staff members know about it by putting it up on the noticeboard outside the canteen, and word of mouth.

Are there any cliques?

* Of course there are! They stick to themselves most of the time, but they normally play a big hand in organising events!

How do you think communication can be improved?

* I honestly think its fine the way it is at the moment.