



جامعة الأمير محمد بن فهد الأهلية  
PRINCE MOHAMMAD BIN FAHD UNIVERSITY

## **COMM 2312 Technical and Professional Communication**

**Dr. Jörg Muth**

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**Class section 107**

### **Assignment 2: Customer relations letter / Letter of complaint**

**Abdulrahman Emad S Aleid 201800290**

**Waleed R. Alhindi 201800509**

**Head of human resources wants to know why Yousef has made himself unavailable on Fridays. He emails Yousef the following:**

From: Head of Human Resources

To: Yousef

Subject Line: Unavailability on Fridays.

Dear Yousef,

I am very pleased with your work performance throughout your six months here. Your department supervisor informs me you work hard during your shifts. Additionally, he states that you satisfy customer needs in your department with your knowledge of products. Your name has come up in several customer emails with praise.

The most important day for our store is Friday, as that is the day in which we receive our deliveries for the week. Thus, more employees are needed on Friday to unpack and sort inventory. Your supervisor is impressed by your performance during Fridays. However, he informed me that you recently have made yourself unavailable on that day. This results in a shortage of hands during the weekly delivery, which slows down the unpacking process resulting in a decrease in the store's revenue as a whole.

It is any employee's right to change the times they are available if a valid reason stands. Furthermore, that reason needs to be validated by proof of some sort. Valid reasons pertaining to employee changing availability times are outlined in the employee handbook, which I assume you were given during orientation. So, please provide me with your reason and any documentation you have behind changing your availability on Friday immediately after reading this email.

Best regards,

Head of Human Resources

**Yousef replies to the head of human resources with the following:**

From: Yousef

To: Head of Human Resources

Subject line: Re: Unavailability on Fridays.

Dear Head of Human Resources,

Since I started working, I have covered all shifts from opening to closing times. I handled the pressure of working all these shifts, however, when it comes to working Fridays, I feel like I'm being taken advantage of. This is because I have the least amount of seniority between the employees in my department which basically forces me to receive deliveries on top of my regular workload.

I believe that the system of assigning schedule times based on seniority is unfair. This system forces employees with less seniority to pick up harder work shifts than an employee with higher seniority. I think picking schedules should not be based on seniority, but rather, times should be distributed fairly and evenly between all employees regardless of how long they have been working for the company.

I discussed this view with my department supervisor several times with no results or changes in scheduling. Thus, I felt like the only course of action for me to take was to change my availability times and make myself unavailable on Fridays. I am willing to work 2 out of 4 Fridays each month, while the rest are distributed between the senior employees in my department. If there is a better solution you can come up with, I am open to changing my availability back to work on Fridays.

Sincerely,

Yousef

**Head of human resources replies back to Yousef with the following:**

From: Head of Human Resources

To: Yousef

Subject line: Invalid Excuse

Dear Yousef,

Reading your message gave me the impression that you do not fully grasp how the seniority system works. The seniority system aims to distinguish between loyal, long-lasting employees by rewarding them with the benefit of picking their schedules first. Every senior employee has at one time been in your shoes. However, they powered through it and earned the privilege of picking their times first. I would like to emphasize that this system is implemented in most grocery and retail stores. Throughout my time as the head of human resources, you are the first person to protest the seniority system. I urge you to keep in mind that very soon you will have more seniority and thus can pick your schedule as you see fit.

Seeing as you marked Friday as available when applying for the job, I find your reason for changing that availability invalid. Furthermore, this whole situation reflects poorly on your

work ethic which may affect your next employee evaluation. I would like to remind you that there are people out there willing to take on that workload. However, I still want to give you a chance to redeem yourself and put this whole situation behind us.

I expect you to continue working Fridays. Please change back your availability times in the system to reflect this immediately.

Regards,

Head of Human Resources

**Yousef replies with the following:**

From: Yousef

To: Head of Human Resources

Subject Line: Re: Invalid Excuse

Dear head of human resources,

I understand how the seniority system works, but still find it unfair. Also, I do not like your condescending tone, speaking to me as if I dropped out of high school or something. I am a human being and should be treated as such even if you have authority over me. Having me lifting all the boxes in my department EVERY Friday causes me both mental stress and physical pain. The senior employees receive a bigger pay-check than I do for a lighter workload.

Just like my supervisor, discussing the situation with you only lead to dead ends. This leads me to believe that this whole company is run by self-serving fascists with no regards to workers' rights. I even got back pain from working delivery shifts. When I reported this to my supervisor, he just told me I "should hit the gym more often."

As you said before, I am a hard-working employee. Is this how you treat your hard-working employees!? I think you will be happy to know that I am writing a report to my local workers' union first thing in the morning. Right after I send that report, I will be submitting my two-week notice to my supervisor. So, I guess you should start looking for a new hire to endure the back pain on Fridays.

Regards,

Yousef