Hi Allan,

When I was dealing dice today, I cannot believe that two of our regular customers told us (Kim & Richard too) on the dice table that they came to play today (Tue 06/22/2010) because Jerry was off today. Then she said: “He (Jerry) is a jerk!”

I deal dice one or two days a week. I have noticed that Jerry was not very nice to many customers. At beginning I thought Jerry was just joking around because they know each other too well. But it is not funny anymore when he is rude to them too many times. Now I know and I think I am obligated to let you know this.

We may not have the most good-looking, younger dealers in our day shift crew, but as a team I believe we are one of the best team in town – nice, experienced, professional dealers and supervisors except Jerry (and Patti). I don’t like to see we loss good customers or good dealers because of Jerry. I don’t like to see your dealers cannot perform well due to Jerry gives them hard time simply because he does not like them or that they are not his buddies.

He gets emotional (and sensitive) too. When he is in a good mode he calls everybody “Honey”, “Dear” with a fake tune. But when he is not happy, he is rude even to customers. Several times when he returns John’s Club card, he just through it to the customer without saying a word. Sometime he plugs his iPod earphone to his ears inside the pit. It just does not look professional.

I am telling this is not because he did my observation that is totally wrong (it was not me. For example, he gave a 335 H.P.H. and wrote: “This year Yan has been below standard 4 time” while I only worked in day shift for about 2 month with 2 observations. I checked my last 3 years’ annual appraisals. My H.P.H was 400, 410 and 416. I don’t know how Jerry got me the 335.)

Anyway, that is all want to say. Maybe you have already known them.