

Discipline for Misconduct



REVIEWER

SHAWNT BATMANIAN (Manager)

GOLNAZ KAMALI

PHARMACIST MULTI LOC UNASSIGNED HOURLY
Position

1158492
User ID

SHAWNT BATMANIAN
Manager

Walgreen Drug Store - 7015
Division

CCSF v. Purdue Pharma,
et al. 3:18-CV-7591

P-27308_00001

Admitted: 5/16/2022

HIGHLY CONFIDENTIAL

WAGCASF00612096

P-27308 _ 00001

Overview

Task Instructions

Important: Employees should be disciplined in a fair and consistent manner for similar violations of policy or procedures
For Discipline Policy, [click here](#)

Basis for Discipline 3

Directions

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To search for examples, templates, and guides in the Employee Relations website, [click here](#)

Select a discipline level. Print a copy of the discipline for use as a reference during the conversation with the employee. Then click: "Save and Continue" and meet with the employee to deliver the discipline. The employee will be able to print this record from the acknowledgment section.

Additional Information

Basis for Current Conduct-related Discipline Customer Service

Consequences if performance standards are not met: Further Discipline up to and Including Termination

Related Disciplinary History:

Comments

SHAWNT BATMANIAN (Manager): Previous communication regarding customer service in March/April 2015 with Shawnt Batmanian (RXM) and Mr.Hoffmeister (store manager). ON 4/20/15 an ROD was provided regarding improper behavior, tone, and use of personal phone in pharmacy.

Explanation for Current Discipline:

Comments

SHAWNT BATMANIAN (Manager):
We continue to receive customer service complaints specifically two written complaints on 6/9 and 7/1 from customers as well as non-written complaints regarding poor attitude towards customers and rudeness. Also, we have received and continue to receive a number of complaints from store employees both front and pharmacy regarding poor attitude and/or rude tone towards them and customers.

Discipline Level:

Reviewer

Rating Scale

SHAWNT BATMANIAN (Manager)

Written Warning

Comments

SHAWNT BATMANIAN (Manager):
Golnaz is receiving this written warning due to failure to achieve minimum competencies such as;

Fails to respond in timely manner, losing potential opportunities with customers.
Does not fully understand or act as advocate for adoption of the basic principles that lead to extraordinary customer care.
Becomes defensive when mistakes are pointed out.
Does not treat all employees with dignity and respect.
Lack's passion for the business and demonstrates negative attitudes toward one's own work.
Lacks compassion and general interest in team members, is unapproachable, and lacks empathy for team members.
Inability to help with workflow leads to increased wait time and poor customer service.
Poor attitude towards customers and staff leads to hostile work environment and does not provide extraordinary customer care.

Discipline Meeting

Directions

The section below should provide the date when **GOLNAZ KAMALI** met with a manager to discuss this disciplinary action, and the name of the witness who attended this meeting.

Additional Information

When did the meeting take place? 7/13/2015
Witness' First Name and Last Name Angela Odom

Discipline Acknowledgement - Manager

Directions

The information in this disciplinary record, including the consequences for any further misconduct, failure to meet expectations, or for retaliation against anyone who provided information relating to this discipline, was provided to **GOLNAZ KAMALI**

Important: The progressive discipline policy is not a contract of employment between Walgreens family of companies and any employee. In most instances, an employee should not be terminated for a single misdeed or failure to work up to standard. However, serious misconduct may justify immediate dismissal.

X Shawnt Batmanian
Manager

7/13/2015
Date

Discipline Conversation Acknowledgement - Team Member

Directions

I, **GOLNAZ KAMALI**, met with a manager and was provided with the information contained in this Disciplinary Record, and allowed an opportunity to respond verbally, or in writing in the space below. I understand that further misconduct, or failure to meet expectations, will result in more severe discipline, up to and including termination. I am aware of the policy against retaliation and I agree not to retaliate against anyone who provided information relating to this discipline. I understand that any act of retaliation can result in immediate termination.

Important: The progressive discipline policy is not a contract of employment between Walgreens family of companies and any employee. In most instances, an employee should not be terminated for a single misdeed or failure to work up to standard. However, serious misconduct may justify immediate dismissal.

Signature indicates having read and understood this disciplinary record and the acknowledgement above; it does not necessarily imply agreement.

X

Self

Date

Comments

Directions

Use the space provided below to respond to the discipline. Provide all relevant information that the manager should consider as the explanation, or that should be reviewed as part of the Open Door process. Employees who believe they have experienced or observed discrimination and/or harassment should report their complaint immediately to their choice of their Manager, their Manager's Manager, Vice President, Loss Prevention, or call the Confidential Hotline at 1-800-666-5677 or the Employee Relations Department at Corporate Headquarters (847) 315-4455. Loss Prevention and Employee Relations have both male and female staff available to investigate these matters.

Additional Information

Comments (Optional)

I was presented with two written complaints. I explained my point of view to the store and pharmacy managers. In both complaints both customers lied and exaggerated about the facts. One customer wanted me to fill a prescription with a different name and date of birth under his name and I refused and he argued and insisted even after I TOLD HIM I HAD CALLED AND PAGED HIS DR AS THIS WAS AFTER HOURS. The other I don't even remember the conversation and it does not make sense to me about the this she is "venting" about. I disagree with Shawnt's written warning. I don't agree with or know what any of this is about. All I know and have told Shawnt is that the complains have come in only since he took over. I do respond in timely manner. I do not lose opportunities with customers. I do fully understand and act as advocate for adoption of the basic principals that lead to extraordinary customer care. no mistakes have been pointed out to me and therefore I have not been defensive. I do treat ALL employees with dignity and respect. I do not lack passion and general interest and do not demonstrated negative attitude toward my work. I do not lack compassion and general interest in team members , I am approachable and do not lack empty for team members. I an very able to help with work flow and multitasking. I do not have poor attitude with customers and staff. hardly ever a complaint is received by other store's customers or employees. This should be considered. Why is this the only store getting complaints and the only store that the employees complain?

Final Acknowledgement - Manager

Directions

Signature confirms that the team member acknowledged receipt of the discipline, and that a manager reviewed and properly handled any comments that the team member made in response to the discipline.

Xshawnt batmanian
Manager

7/17/2015
Date