

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-27310_00001

Admitted: 5/16/2022

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): Our previous discussion regarding **Redacted - Confidential PHI/PII** and other customer complaints dating back to December 2014. We had a discussion in February with MR. H (SM), Olivia Angulo (ASM), and Shawnt Batmanian (RXM), regarding her customer service and her conduct towards employees. We advised her that she needs to be aware of the way in which she communicates to our employees (Being rude, demeaning, and condescending). Also, not communicating with customers in a professional manner, and arguing with customers.

Explanation for Current Discipline:

Comments

SHAWNT BATMANIAN (Manager): We received 3 addition complaints on Tuesday regarding poor attitude towards customers (1 customer gave me a letter of his complaint and the two others came in to store and complained). All stated poor attitude, being rude, and not providing them their medications or alternatives.

Discipline Level:

Reviewer

Rating Scale

SHAWNT BATMANIAN (Manager)

Written Warning

Comments

SHAWNT BATMANIAN (Manager): This is your first written warning for misconduct in terms of customer service. Any additional violations of Walgreens expectations of delivery of customer service will lead to further disciplinary action and/or termination.