

Hello... I work like a buffalo!

A collection of employee complaints which can be used for the improvement of management and supervisory practices

By NATE-TRA DHEVABANCHACHAI



As I have to interact a great deal with people in training, teaching and consulting jobs – or even from my past experiences as an HR – particularly in the hotel, resort or general service industries, I have collected big pile of employees' complaints.

I thought that I one day I may have to gather all of them and put out a "Dictionary of Employee Complaints." However, I'd like to share some of their feelings and complaints here.

Hopefully, some of these are useful and some managers will pick up and make some adjustments in their management styles.

- I work in a beautiful resort with a special position, namely, I only do what I am asked to do. Working in this resort made me realize that my parents gave me more than what I need – I actually don't need a brain.
- I have to watch out my boss's mood, otherwise, I may get kicked out if I say something he does not like to hear. My living depends very much on my boss's mood.
- I am a new graduate and excited to work in a beautiful small resort. I am scheduled to work in the night shift and I am happy about it. But now I want to resign. There are millions of mosquitoes in our open-air lobby, but the managers are mostly in their air-conditioned offices. They know the problem but they don't seem to care about anything.
- I look so ugly in this uniform. I am not proud to work in this resort.
- My boss always uses my ideas and presents them to the management then he stamps the management's ideas on my head. I do all the work and they do all the talk. I can talk too, I have a mouth. Every day I think where my position is located in the organizational chart: how about top far right where nobody is under me and far above my boss and the management?

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- My boss always says "I am the boss." Do I have to hear that loudly every day? If I still remember who I am, I surely remember who he is.
- My manager is always jealous of me; he does not like someone who is more capable than him. But then, I think, he has to be jealous of everyone in this world because my boss actually has no abilities at all. How can someone else be more capable than him? He is not even on a chart to compare with anybody.
- My supervisor only serves and chats with guests. He even has to ask me to do the cashiering. I thought he was lazy, and I found out I was right. But more than that, he does not know how to do it. I am not sure now who is the supervisor, because my supervisor ends up being not more than just a waiter. One thing I know is that he has worked here for 10 years already and he knows very well what the owner likes and dislikes.
- Can you imagine? We are in a billion-baht business. My rank-and-file friends can access the owner's mobile number. How about my female manager? She must have already slept on the owner's bed. I don't think this resort needs an organizational chart.
- My manager comes to work very late and goes home early, he does not give a damn what happens. He only appears when the senior managers are around.
- My manager comes to work very early and goes home very late. He watches our every step as though we are prisoners.
- As a manager in this resort, I work like a buffalo and surely, many headaches I have. I will be very happy to go away from this place. Can you imagine that, in a hundred million baht resort, the guests are served by buffaloes? What fantastic service!

ABOUT THE AUTHOR: Fluent in Thai, English, French and Mandarin, Nate-tra Dhevabanchachai is the general manager of the Salaya Pavilion Hotel. She works with the Mahidol University International College (www.mahidol.ac.th) Training Center and is honorary director of Mai-BS Thailand, a consultation and training company for the service and hospitality industries. For information, email info@mai-bs.com or visit mai-bs.com. IMAGE CREDITS: Photo courtesy of the author.