Kayleen Malizzi

SPE 240

12/8/14

Other Professional Interview

I had the pleasure of interviewing one of my managers at work. She has to deal with managing a group of sales associates every day and without a set plan and organization there would be no store.

My manager, said she has to manage around 10 to 15 associates, in-store, each day but overall there is about 40 members she has to keep in order. To stay organized my manager said that she keeps all the schedules online in a huge master calendar. On top of that, she has a printed calendar and a schedule of days that are full and days that need to be filled. That way when people ask for time off she knows which days to fill or when there is days that the store is really slow she knows who to call off/ or let go early. Also, there is a computerized login that all associates have access to and they are able to fill in their requests off or availability which then sends an automatic message to the main computer that the manager can go in and accept or deny the requests.

Another question that I asked my manager was, “How do you expect your employees to act, treat, and greet customers and co-workers?” My manager said that she expects all employees to treat customers and co-workers with respect. Respect entails having a positive attitude toward one another, smiling when greeting one another, being helpful and caring, encourage one another, and being loyal. I think all of these characteristics are good to have in our teacher tool boxes. We have talked about the majority of these characteristics in class too.

For a more difficult question, I asked, “If you have a punishment policy what does it entail?” I liked my manager’s response. I reminded me a lot of our discipline and punishment lesson in class. She restated my question saying that it wasn’t necessarily about punishing the employees that she worries about. She focuses more on disciplining us telling us all of the right things and allowing us to follow through with the choice that think is best. What is best to us may not seem the best to the manager, but that is the whole point of knowing beforehand the expectations so that we can follow the rules and procedures with good practice.

Overall, the interview went really good. I think it is important and a good experience that we get to talk to several significant others about their guidance and management. It gives us a clearer picture of how we want to model to our students in the future as teachers. Also, learning about some of the topics in class and then going out into the field and seeing that people are actually applying what we were currently learning sets really good examples to walk away from.