

Employer has us working dumb hours

Dear Annie: I work in health and wellness for the largest retailer in the world. I love my job, but there are so many things I don't understand.

Management is always on us about making money (which I understand), but no matter what we do, it is never enough. We reside in a depressed area and really do quite well for where we live.

With all the pressure management puts on us about sales and eliminating waste, our district manager demands that we work such wasteful hours. We are at the office until 8 in the evening even though no one comes in that late. I keep looking for something to do. We work from 12 to 5 on Sundays, and usually there are no customers — just people walking by asking, "Why are you working on a Sunday?"

On Memorial Day, Fourth of July, Labor Day and other holidays, we work from 9 to 6. It is not unusual to have customers who are on vacation and want trial contact lenses because theirs are ripped or lost. When we can't give them what they want (we need a doctor's permission to give out contacts), they become irate. Sometimes it gets

intense. This is pretty much how the day goes — dealing with irate customers and getting no sales.

What can we do to let members of management know there are better ways to treat their employees and still save money? They simply will not listen. It's typical top-down management. Things are good for those who are on top but frustrating for those who aren't so far up the ladder. — *Love My Job but Just Don't Understand*

DEAR ANNIE



Annie Lane
Creators
Syndicate Inc.

Dear LMJBDU:

Many companies today have wised up to the value of employee feedback and started conducting periodic reviews. If your employer does, take the opportunity to share your insights. Focus on what the company stands to gain by cutting back during low-traffic hours. Your case will be more convincing if you can offer some concrete examples — so the next time you're working one of these shifts, take notes on sales, staffing, etc. Because it's such a huge retailer with stores nationwide, there may be blanket policies that your managers have to follow even if they don't make much sense at your location. But it's worth at least proffering your two cents.

If management brushes you off and things continue not to change, it might be time to channel your frustration into filling out some job applications — preferably with smaller companies, where you might be able to play a bigger role.

Dear Annie: While shopping at our local grocery, I overheard an elderly woman complaining that the new digital coupons limit her from getting the reduced price. She does not have a smartphone with which to pull up the coupons, nor does she know how to use a computer. She expressed that this is unfair to older people (many of whom really need the reduced prices) who would like to be able to participate in this program. I wonder whether any of the companies that have gone digital have considered this problem. — *Digital Age Discrimination*

Dear Digital Age Discrimination: A smartphone isn't always necessary, as many companies allow customers to download and print coupons from their websites — but that still presents a frustrating obstacle for seniors who aren't familiar with using a computer or don't have access to one. Rather than give up, I would encourage anyone in this boat to call the Eldercare Locator (800-677-1116) to find a class for people new to technology.

TOMORROW'S HOROSCOPE

By Holiday Mathis, Creators Syndicate Inc.

ARIES (March 21-April 19). Social grace is at least as much about knowing what to say as it is about leaving room for others to be themselves. You'll nail this and enjoy the spontaneous trajectory things take because of it.

TAURUS (April 20-May 20). When it comes to making others happy, no striving or straining will be necessary. Do what's natural, and then rest. Working too hard to please people will only make you a prisoner, trapped in the bars of needing their approval.

GEMINI (May 21-June 21). It's the same on the "Wheel of Fortune" board as it is in life. The more turned letters you have, the easier it is to fill in the blanks. Ask for more clues and the next correct action will be obvious.

CANCER (June 22-July 22). You'll be connecting with those you haven't seen in a while. You might feel like you can't get to the hanging out part until you play catch-up, but if you only have limited time, go for the hanging out. It's what you both need.

LEO (July 23-Aug. 22). It's not the big events that determine what a relationship is, not really. It's the forgettable Wednesdays that are made somehow unforgettable by the unique laughter and love you share with each other.

VIRGO (Aug. 23-Sept. 22). The deep conversation between I and me will not lead anywhere productive, rather it's a dialogue that tends to corkscrew down to a basement of moods. For a lift, focus your energy on others instead.

LIBRA (Sept. 23-Oct. 23). There's not a "right" moment for things to happen, just a moment in which things do happen because 1) they have built up to a place in which they

must, or 2) you follow the impulse to make them happen.

SCORPIO (Oct. 24-Nov. 21). If you choose something that, it turns out, you don't like so much after all, do not stick with it out of a loyalty, fear or a sense of challenge. It won't serve anyone in the long run, least of all you.

SAGITTARIUS (Nov. 22-Dec. 21). It's an excellent habit you've developed — not offering up information unless you're pretty sure. This works toward building your reputation. People will trust what you say because you say what you know to be true.

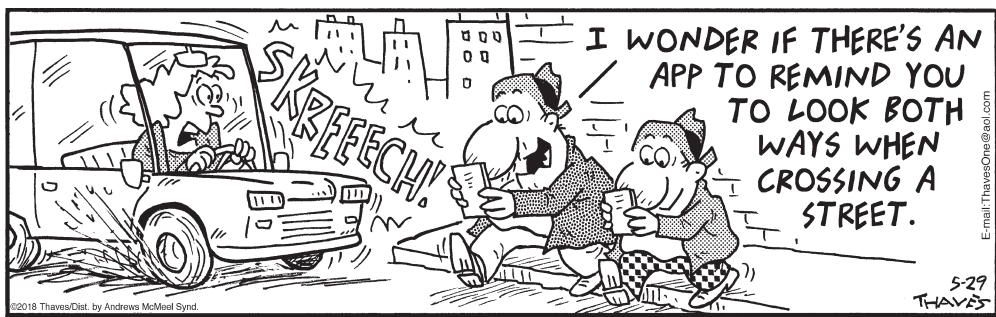
CAPRICORN (Dec. 22-Jan. 19). Clicking with someone's sense of humor is nothing to take for granted. Humor requires a match of so many factors that it's quite rare for people to make each other laugh on a regular basis.

AQUARIUS (Jan. 20-Feb. 18). Meetings will be far more interesting when you have a stake in what goes down. Prepare yourself with questions and relevant information about your side of things.

PISCES (Feb. 19-March 20). When you show up, you aim to do so with at least as much enthusiasm as you had back when you accepted the invitation. You'll keep this in mind before accepting new invitations today.

TOMORROW'S BIRTHDAY (May 30). You long ago realized that you're the one who gives your life meaning and the lengths you'll go to do that will make this a magical year indeed. You'll make a courageous move before June is over that sets the tone for the year. Business favors you in July and August. New friends being joy and fun to 2019. Leo and Virgo adore you. Your lucky numbers are: 19, 2, 22, 28 and 39.

FRANK AND ERNEST



THATABABY



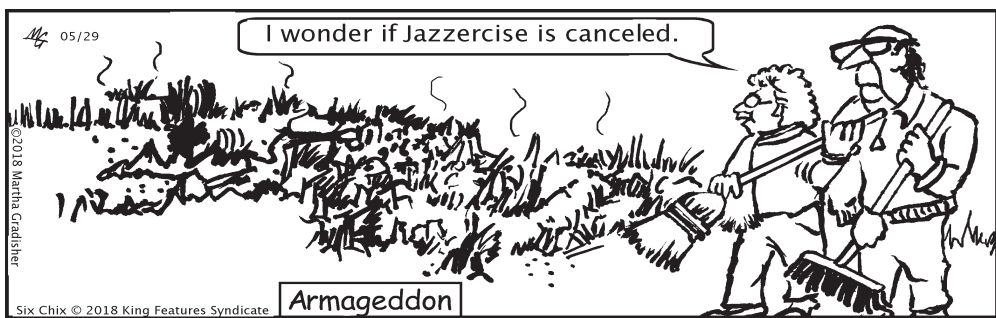
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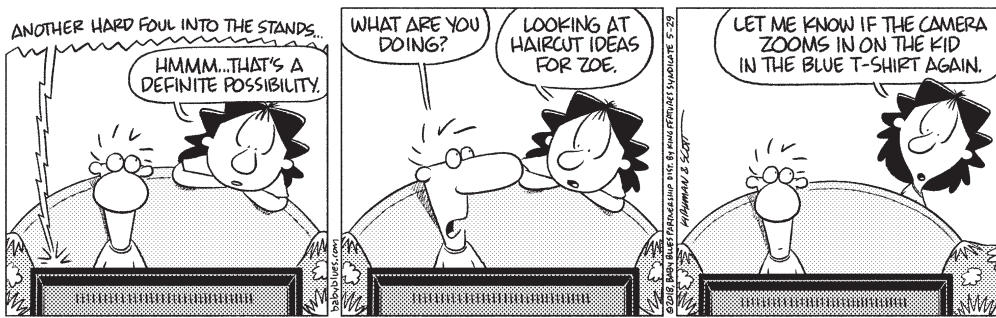
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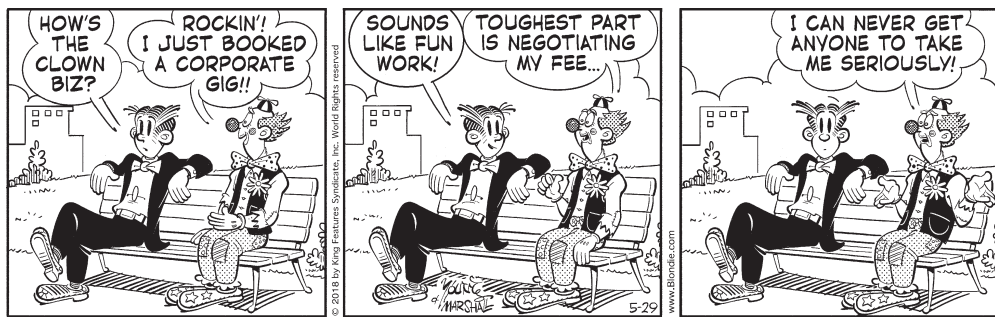
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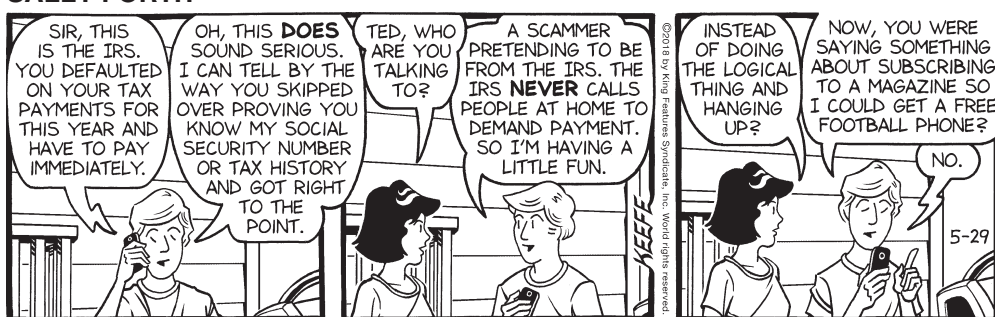
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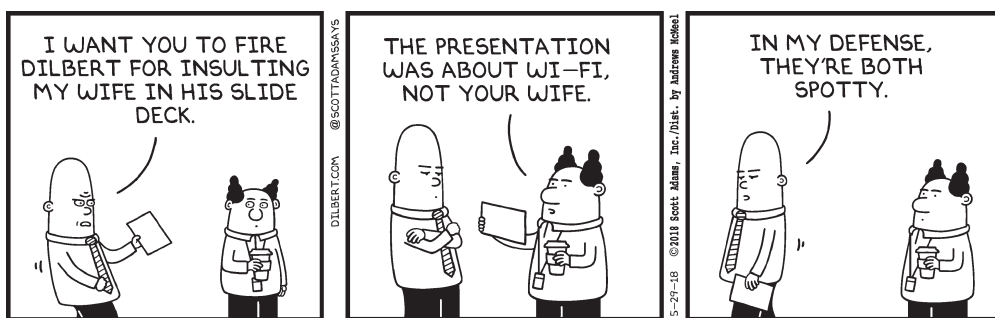
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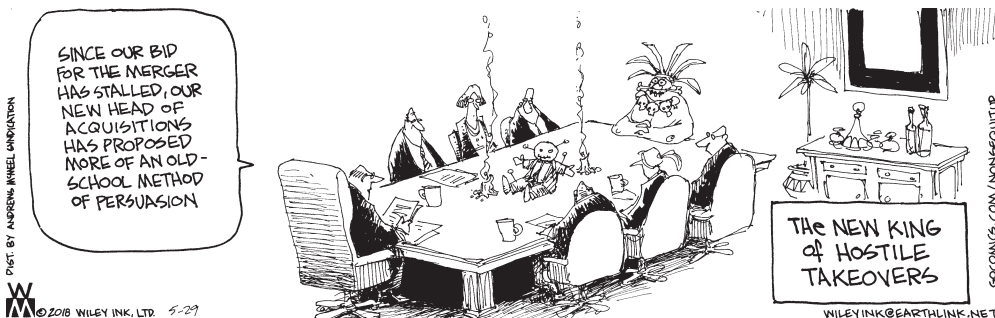
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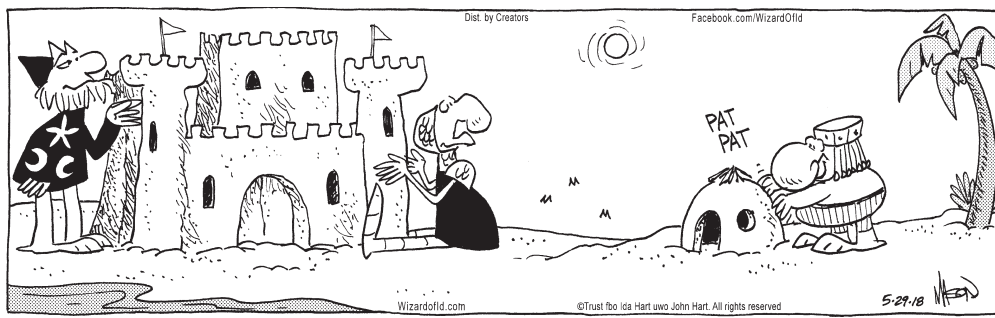
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