

Example of how the Roundtable Ambassadors asked a question and received a thoughtful response.

From: Claudio, Fely
Sent: Tuesday, May 07, 2013 12:21 PM
To: #Human Resources
Subject: FW: Roundtable with Robert Questions from HHI - follow-up Response

[FYI - please scroll down and read the response from Lesa Blake about the question why Cafeteria Food prices were not consistent. It is in bold and in bigger font. thank you!](#)

Fely G. Claudio, RN, BSN, COHN-S
Employee Health Nurse II | HR Partner | Employee Health and Wellness

From: Phillips, Denise
Sent: Tuesday, May 07, 2013 12:12 PM
To: Claudio, Fely; Evans, Sue; Forbes-King, Helen; Komanapalli, John; Mendes, Karen; Mullenix, Mike; Paleo, Paul; Porsona, Tenealle; Punt, Kristen; Sullivan, Emilia; Walker, Shawwna; Yang, Jillian; Cesnakas, Peter; Ghasemi, Agee; Motta, Andrew; Motta, Andrew
Cc: Braithwaite, Robert
Subject: FW: Roundtable with Robert Questions from HHI - follow-up Response

Greetings Ambassadors,

During the May 1st Roundtable with Robert in Irvine, one of the ambassadors asked “why the Irvine Cafeteria food prices were not consistence when employees purchased food”. I took the question of Lesa Blake, Corporate Director Support Services Operations. Her response and recommendation is posted below. DJ is checking with Kathy Preston in Irvine and will bring the concern to her attention.

Denise

From: Blake, Lesa
Sent: Friday, May 03, 2013 4:09 PM
To: Phillips, Denise; Leon, DJ
Subject: RE: Roundtable with Robert Questions from HHI

Sometimes we find that the employees think they have the same thing but instead they ordered another topping or a larger drink. We have not had many comments directly lately and without exact details it is difficult for me to resolve. I will have DJ look at the pricing but It is all prograded from Newport remotely is the same point of sale system and is the same menu. We do have the capability to drill down and see what an employee charged on any given day. We have done this before and resolved issues. If we are in error we credit their account, but we need

to know. What I recommend is that they ask for a receipt and bring it to Kathy Preston, the supervisor at Irvine, and she will get it to DJ or me and we will look at the details. Or, if they know what day and meal we can just look.

Lesa L. Blake, MBA-HCM, RD
Corporate Director Support Services Operations

From: Phillips, Denise
Sent: Friday, May 03, 2013 1:11 PM
To: Blake, Lesa; Leon, DJ
Subject: Roundtable with Robert Questions from HHI
Importance: High

Hi Lesa and DJ,

On Wednesday during the Roundtable with Robert in Irvine employees asked why the Irvine Cafeteria food prices were not consistent when employees purchased food. Here is the example we were given: Three different employees purchased a Hamburger and Fries for lunch, the same day but all three of the employees are charged a different dollar amount. There was more than one employee expressing concerns related to the cost of meals not being consistent.

Robert asked me to check-in with you to see if you are aware of this concern and how we can resolve any miscommunications around cost of meals in Irvine.

I'd like to get back to the department ambassadors in attendance at the meeting next week with a response. Let me know if you have questions and how you would like me to respond. Or if you want to send a response to the Irvine ambassadors once you've had an opportunity to look-into this further.

Thank you in advance for giving this your consideration

Denise Phillips
Manager, Change, Leadership & OD | Human Resources