

## Example HRT Complaint: Rachel Green vs. Central Perk Coffee Shop, Gunther Smith, and Priya Dass

### Appendix A

#### **Step 1, Part B – Respondent contact information**

**Name of Respondent #3:** Priya Dass

**Relationship:** Supervisor

**Email:** [Priya@email.com](mailto:Priya@email.com)

**Mailing Address:** 333 Cappuccino St., Vernon, BC V0V 0V0

**Telephone:** 1-250-555-3333

#### **Step 3 - Respondents #1, #2, and #3**

**August 1, 2021** – First day of work at Central Perk.

**August – December 9, 2021** – During this period, my relationship with the manager, Gunther Smith, seemed friendly but professional. He was patient with me throughout my training and was encouraging when I told him I wanted to eventually become a supervisor. He often took initiative to teach me new skills I needed to become a supervisor.

Priya Dass was a shift supervisor at Central Perk. Once, when I mixed up a coffee order, Priya said “you can’t get by on your looks alone.”

During this period, I was always scheduled to work approximately four 6-hour afternoon shifts each week.

**Early December 2021** – As I was serving a cup of coffee to a regular male customer, he told me I had his order wrong and that he had ordered decaf. When I left and came back with a decaf coffee, and he said “I actually ordered the regular coffee, but I really just wanted to see you walk away again.” I left and immediately told Priya what happened. Priya responded by saying “I thought you liked him. I’ve seen you flirting with him before. I’m sure you liked it.”

This incident also made me feel as though Central Perk did not take my safety seriously. I began to worry that if a customer did something more serious, I would not be protected by Central Perk or my coworkers.

**December 10, 2021** – I attended the Central Perk holiday party with the entire Central Perk staff. When I arrived, Gunther asked me where my boyfriend, Ross, was. I told him that Ross couldn’t make it because he had a last-minute Paleontology emergency. Gunther said, “that guy’s an idiot. If I were him, I’d never let you out of my sight.” He also told me I was the most beautiful woman at the party.

Later, at the party, I was in a conversation with Gunther and a few coworkers. Another female coworker was telling us that she had recently broken up with her boyfriend and was going to try to start dating

again. Gunther turned to me and said “If you broke up with Ross tomorrow, when would you be ready to start dating me?” I thought he was joking. I laughed and said “Um, never.” Gunther immediately looked angry or upset, and he quickly left the group. I didn’t see him again the rest of the night. The rest of my coworkers laughed, and one of them said “Aw, poor Gunther.”

This incident was humiliating to me. After that, I no longer felt safe around my coworkers or that I could trust them.

**Mid-December – March** – After the holiday party, I noticed Gunther became easily irritated with me and stopped being so friendly with me. He stopped mentoring me and stopped training me new skills. Gunther also changed my shift schedule to opening shifts starting at 5am. Opening shifts usually earn lower tips than afternoon shifts. As a result, I earned approximately \$20 per shift less than I did working afternoon shifts.

**January 15, 2022, around 4pm** – During my shift Gunther told me he noticed I wasn’t acting as bubbly over the last couple of months and that I needed to start smiling more and being friendlier to customers and coworkers.

**February 25, 2022, around 5:15am** – While I was at Central Perk doing an opening shift alone with Gunther, he asked me if he could ask me a serious question. I said “sure”, and he then asked “What does a guy have to do to make you notice them?” I wasn’t sure what he meant, so I asked him to explain. Gunther said he had strong feelings for me, that he felt he had been nicer to me than my other boyfriends, and that he deserved a chance to date me.

At the time, I was in shock and didn’t know what to say. I knew we would be working alone for another 2 hours until Priya started her shift, so I apologized for not noticing he had feelings for me. I then told him I had recently started dating someone new and was unavailable. Gunther then walked away and barely spoke to me the rest of our shift together.

After this I was extremely nervous to go to work and afraid that Gunther would confront me again. I started crying before almost every shift and had difficulty sleeping.

**March 2, 2022** – Priya had recently quit, and Central Perk needed a new supervisor to take over for her. I asked Gunther if we could speak privately. We went to the back room together. As soon as I closed the door, Gunther leaned in to try to kiss me. I turned my head and pulled back immediately and said, “what are you doing?” Gunther said, “I thought you were bringing back here to tell me you had feelings for me.” I replied that I asked him to talk about whether he thought I had a chance at getting the promotion to Supervisor. He replied by saying “No. To be honest, I don’t think you’re enough of a team player to be a Supervisor. In fact, I was going to talk to you today to tell you that your performance has been an issue, and you need to go through re-training.”

Before this, Gunther had always told me I was doing a good job and never told me there was any problems with my performance. deeply affected my self-esteem and self-worth. It made me feel like my only value was in my looks and sexuality.

I became depressed, suffered sleep loss and loss of appetite. I became worried that I would get fired. I started having panic attacks before going to work.

**March 16, 2022** – I quit because Central Perk it was no longer a safe work environment.