



TeleTech / Verizon Exit Interview

Employee Name:	<u>Tom [redacted]</u>	Date of Hire:	<u>FEB 7, 2005</u>
Role/Department:	<u>Technical Support Agent</u>		
Exit Interview Conducted by:	_____	Date Today:	<u>March 10, 2005</u>
Last Day of Work:	<u>MARCH 9, 2005</u>	Effective Date:	<u>MARCH 10, 2005</u>

1. Why are you leaving Verizon?

Because I'd rather walk in on my best friend sodomizing my brother rather than explaining that "Dell" isn't a version of Windows.

2. Overall, I was satisfied with Verizon as a place to work.

Fully Moderately Not Really

3. Would you be interested in working for Verizon on a Part-Time basis? Comments:

No. That's like saying I would prefer to be raped half as often.

4. How did you first become interested in Verizon?

Newspaper Advertisement	<input type="checkbox"/>	Friend employed by Verizon	<input checked="" type="checkbox"/>
Internet Advertisement	<input type="checkbox"/>	Self Initiative	<input type="checkbox"/>
Recruitment Agency	<input type="checkbox"/>	Other Radio - Job Fair	<input type="checkbox"/>

5. What was the main reason you decided to join Verizon?

Looked like a good opportunity	<u>X</u>	Friend employed by Verizon	<u>X</u>
Career Growth	___	Wanted to join this industry	___
Good pay / benefits	___	Progressive company	___
Good match for my skills	___	Needed a job	___
N/R	1		

6. How long did you expect to be in the position you were selected for?

Between 0 – 6 months	___	Between 6 – 9 months	___
Between 9 – 12 months	<u>X</u>	Approximately 1.5 years	___
Approximately 2 years	___	3 years or more	___

7. Did you fully understand what was involved in the job when it was offered?

Fully ___ Moderately X Not Really ___

Comments:

I thought I would be dealing with technical issues about configuring DSL, but instead half of that time was spent explaining that the "modem" is the little white box that sent out to their house.

8. Throughout your employment, were you clearly informed of what was expected of you?

Fully X Moderately ___ Not Really ___

Comments:

I was expected to sound like an asshole and it made me want to slit my wrists with a plastic spoon. I thought I was a valuable Verizon employee, but instead I was forced to pretend I gave a shit about customers' inability to RTFM (Read the Fucking manual)

Please rate & give comments on the following areas in relation to your position

9. How beneficial was the training you received when you first joined Verizon?

Excellent _____ Good X Fair _____ Poor _____

Did you learn all you needed to know to be capable of doing the job?

Yes, bullshitting through the interview provided me with the skills to effectively bullshit to customers. The training mostly consisted of me staring at the wall and pleasuring myself to photos of routers and LAN switches.

10. How well did you feel your salary package compensated what you actually did in your position?

Excellent _____ Good _____ Fair X Poor _____

Do you feel it is "on par" with the market?

It may be above market value, but this market needs to be fucking closed on weekends. And nights. And always.

11. How did you cope with your personal workload?

Excellent X Good _____ Fair _____ Poor _____

If it could be changed, would you increase/decrease the workload?

My personal workload was pretty small. Between calls I would often stare at the system tray clock, counting down the minutes until I brought a gun to work to kill myself, possibly others.

12. How did you feel about your physical-working environment? (e.g.: surroundings, furniture, etc)

Excellent _____ Good _____ Fair _____ Poor X

Did you feel this is a safe place to work?

Yes, this is a very safe place to work. Any place where I have to swipe a magnetic badge to take a shit is safe. While in the stall, I would often try to cut myself with this badge, since it was a very safe place to end my pain.

13. Did the technology support/hinder your ability to do your job?

Very Supportive _____ Supportive _____ Hindrance X

What changes would you suggest?

The locked down computer systems made supporting common problems difficult, and the software was not reliable. I also did not enjoy not having access to MSN Messenger, which is very important to me and possibly your daughter.

14. How do you feel about your co-workers?

Excellent ___ Good ___ Fair ___ Poor X

Although most people at Verizon are great, I felt I was surrounded by people with no purpose in their lives. All they ever talked about was drinking and getting high, it made me question your hiring policy and moral values. I can, however, understand the obsession with self abuse, since they are being paid for it.

15. Company Benefits:

Excellent X Good ___ Fair ___ Poor ___

Comments:

I did not work there long enough to receive any benefits. The blonde girl in Pod G, however had large breasts and I enjoyed looking at them every time I went on break.

16. How did your senior management treat you during your time at Verizon? (e.g.: director, ops mgrs, etc)

Excellent X Good ___ Fair ___ Poor ___

My supervisor Dale was excellent. He was fair and supportive. He should be commended for his actions. Too bad the company he works for is similar to Germany in 1939.

17. How do you feel about the communication you received about the Verizon project?

Excellent X Good ___ Fair ___ Poor ___

Yes, I was aware that Verizon's project was about ripping off customers and hiring Canadians to ruin the American economy.

18. How do you feel about the communication you received about the company? [Big picture]

Excellent ___ Good ___ Fair X Poor ___

Comments:

It was great except for feeling like a nameless, faceless employee. I got more respect from beating small children on playgrounds.

19. How is the general morale and attitude of those around you?

Excellent ___ Good ___ Fair ___ Poor X

Comments:

They take their job way too seriously, as if they don't know what they are doing. I did my job while staring at the ceiling while fantasizing about a life that does not so closely resemble hell.

Please rate your Supervisor/Manager on the following questions

Excellent ___ Good ___ Fair ___ Poor X

Who do you consider your supervisor/manager? Dale?

20. Made themselves available for you: E X G ___ F ___ P ___

He was always around and attentive.

21. Was ethical/honest in their dealings with you: E ___ G X F ___ P ___

He told me I was pretty good for a newbie. I had the same to say about ~~him~~ his daughter, minus the newbie part.

22. Listened to your concerns / ideas: E ___ G ___ F ___ P X

I really can't blame him for the response "Sorry Tom, I'm not sure that's legal."

23. Empowered you to do your job: E ___ G X F ___ P ___

He told me I could do anything, so I'm quitting.

24. Consistently applied policies & procedures: E X G ___ F ___ P ___

He did a great job in running our Pod.

25. Gave you recognition for your efforts: E ___ G ___ F X P ___

I'm quitting Recognize that.

26. Concerned re your professional growth:

E ___ G ___ F ___ P X

My personal growth was shown every time I looked at that girl in Red G with my hands underneath the keyboard tray.

27. Kept you included and informed:

E X G ___ F ___ P ___

He always kept me informed. Too bad I didn't care.

28. Overall Rating:

E ___ G X F ~~___~~ P ___

~~He is a fucking asshole.~~ He is a Fair, responsible supervisor.

YOU...

29. Did you feel you were a success in your job performance?

Exceeded Standards ___ Met Standards X Below Standards ___

Any additional comments: I was new but getting better every day. It's a shame.

INTERVIEWER COMMENTS:

Thanks for the opportunity to work at Verizon. If you have free time, go to www.tommyv2.com

INVOLUNTARY

- ATT - ATTendance
- CON - inappropriate CONduct
- END - END of contract
- USW - UnSatisfactory Work
- VIO - VIOLaton of co. policy

VOLUNTARY

- ECC - other Employment (Call Centre)
- EMP - other EMPloyment
- JOB - JOB/schedule dissatisfaction
- MED - MEDical
- PER - PERsonal
- PRO - Promotion (Agent to Support)
- STU - returned to STUdies
- NCS - No Call, no Show