

## ***Erfahrungsbericht von Marianna, 26 Jahre***

I worked as a waitress in the network of restaurants "Auik" for a year and half. It was an official work. The restaurant and the employers represented themselves as the best company with the high level of service. But in questions of workers they were closed. Two things were the most venomous for me: we had the system of penalties, but we had no encouragements and the second was the ventilation, it didn't work. The workers of the restaurant had the special meeting with administration for discussing these problems. After one of the meeting I raised these questions and addressed them to the management of the network. The manager of the restaurant was very displeased, because of my position in this situation. Nobody supported my request for better system of work. The system of penalties stayed unchanged. We could get penalty for anything. We often lighted candles for our clients, but the ventilation worked very badly. All air stayed in the building and my throat hurt terribly. It was sad, that only I arouse these questions. During the meetings, which took place more than once, nobody asked these questions ever. It looked like I was a person, who was always unsatisfied with something. The other question was about the tips. We had to settle the highest percent of tips with the client. It was one of the obligatory points of work in the restaurant. There was a special procedure in the form of bargaining. This percent we had to give to the manager of the restaurant and after the work it was divided and everybody received the part. You had to love the bargaining for yours tips with the clients. I prefer the honest and qualitative work and the client can decide himself which percent of the tips I receive after my work. I don't like to bargain and demand higher percent for my work. When we had the law percent it was drawback for worker.

I worked 9 months in the advertising agency "Navigator". It was official work, but my salary was minimum (900 gryvnyas) and the percents from production. It was for 2000 of gryvny. My obligation was to find the clients, which can make an advertisement in the magazine. After the first month I received my salary and the percents and everything was good. But later, the next month the manager told that we had financial problems. The salary was delayed. We received only 900 grvn, only one third of the salary. The next six months we received our salary with delaying for two weeks, or for a month, or for a month and a half. Also the salary wasn't full; it was different for each month, because there was no concrete amount of the salary. It depended on our production. We had to control the payment constantly and told our manager about arrears of wages. It was terrible. You had to bag for the salary you had honestly worked yourself. In this agency the employees changed very often. They had changed all the stuff during half a year. There were four employees. I applied for aid to my mother, who works in Italy, because I had to pay the rent for my flat. With my colleagues we had the meeting with our manager about our salary, but it didn't help. I had to go to the office every time, when I wanted to get the next part of my salary, and told the manager that I must buy some clothe, because it is cold outside, pay the rent etc. We had to bag our money! We decided to go to court, because our rights were not kept properly. But the process is very bureaucratic and costs a lot. We did not do that. I write an application for discharge. The company had to pay all my salary. The manager was angry, because of this situation and my position. He said that I could sign all the walking papers and receive the rest of the money later. But I signed all the documents only after I received all my salary.

The manager in the "Mist media" offered official work, full salary and the percents. It was during our admission. I received payment during my training for a month. I am an advertising manager. I search for the clients, who can order the advertising on TV and mass media, prepare the contracts about the advertising, sign them and see how they are done. I work 8 hours, 5 days a week. After the first month I and two more employees find out that we have different contract, not the one we were offered during our admission. We receive only half of the minimum salary and percents according to new contract. Half of the salary we receive officially, the rest we receive in the envelope. We haven't got even minimum salary according to this contract. We decided to have a meeting with our manager for discussing this situation. Girls were afraid at first. But I told them that it is very

important to ask the question about our contract. The meeting was very tense. The manager told that after a few months we can receive the status of official workers with full salary. I was disappointed. We all were. They changed the contract and give us no notice of this, no messages of this. They didn't ask, if we accept the new contract. They changed the contract without our permission. And we know of this only in the end of the month. The money, which we receive, is enough only for fare. I must ask my mum to give me some money once more. I am ashamed to take money from her, because she worked abroad in the emigration. Uliana, the girl, who worked with me, has to look for new job, even thou she like this. She must pay the rent for the flat and cannot wait when they change our status. Only three of us are in this situation, the rest of the employees work officially. Their salary is much higher than ours. The manager said that we must show ourselves; prove that we really can work in his company. I am very interested in this job. I like my duties, brunch in which we work, the staff, everything. But my rent is more than 1000 grv, and that is two times bigger than my salary. Even don't mention food and other basic needs. What is the way out of this situation for me? Must I look for a new job once more? Do I have to go to a new training? And what is the result? I try to recommend myself as a good employee as soon as possible, so that on our next meeting with the manager I can show my achievements, which prove that I can work in this company.

Stand: 01. April 2011