

## **Fitter Notes - Important Please Read – 6<sup>th</sup> March 2014**

I keep hearing that some of you are complaining in the mornings about various things. Sometimes prices, sometimes you are asked to return to a job for remedial works or to fit a bar and on occasions you do not get paid. I am not happy to keep hearing this and I want to put a stop to this practice please be aware that there is a flip side to all of this. There are also issues that you are probably not aware of that are the reason for these things in the first place.

We often spend time talking to customers about your work with fitting related issues that require our time to revisit the customer. Our management time is not charged to you despite the fact that your actions cause us to waste our time for which we are not paid.

In future I will not be impressed if I hear gossip between fitters **if you have a legitimate complaint then bring it to me and I will discuss it with you and we can resolve it.** Also be aware that complaining doesn't change anything it just makes it worse. Before moaning again consider the following points.

1. Many of you have been here several years so our work can't be that bad.
2. A fitter who left us a while back I was told was earning a fortune elsewhere. I spoke to him yesterday and he is no longer working for them as after a few weeks when they caught up with their backlog the work was crap.
3. Most of you are earning more money than the people you are complaining too. How do you think they feel?
4. The guys in the shop work long after you are home to try to make up a full days work after jobs are cancelled at short notice. How do you think they feel when all they get in return is a complaint and grief taking up more of their time that makes them late home again the next day?
5. You get a cheque every week no fail even if the balances are not paid and I am sure you don't want this procedure changed.

In short the last 2 years have been the hardest 2 years I have had since we started in 1983. Competition has got tougher and we have had to drop some of our prices to remain competitive. I think I treat you all fairly and I have been loyal to you all and I have helped many of you whenever I could at difficult times without hesitation.

If you don't think that Alison and I deserve any respect then at least consider the guys that are also working along side you. You need them to sell carpet for you to fit it and if we work as a team we can only get better.

**In future if you are not man enough to say it to my face then don't moan behind my back.**

Let's hope this habit will now stop and we can all work together happily to try to earn a living. I don't think this is too much to ask. Alison and I could earn more money renting out the warehouses and staying at home and not working the 70 – 80 hours a week we work. **Don't make that option look any more attractive than it already is.**