

How Should the News Media Cover the Experiences of Chain Restaurant Workers?

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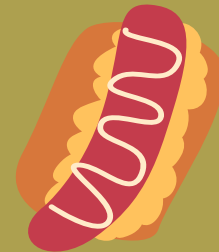
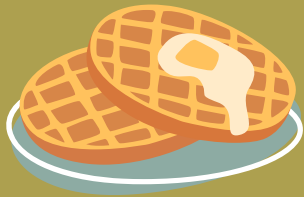
Information Needs

- COVID-19 mandates at work
- COVID-19 pandemic
- COVID-19 vaccine availability
- Government measures against COVID-19
- Places that have had success with reduced COVID-19 mandates
- Trajectory of the restaurants for the future



Introduction

- People who work in the service industry makes up a large percentage of the working class
- Restaurant servers are often taken advantage of by executives and other higher positions
 - It is very important to listen to what they have to say and involve restaurant workers in conversations about labor
- The difficulties of working in fast food restaurants have been exacerbated by the circumstances of COVID, and racist and/or sexist attitudes that customers or managers may harbor
- We conducted interviews with workers from sit down restaurants, fast food chains, and coffee shops



Recommendation to Journalists

- ❏ Frame questions around these chain worker's personal experiences
- ❏ Ex: “ In your work setting, was there any supervision to implement COVID-19 protocol?”
- ❏ Interview workers in different restaurants with different backgrounds
- ❏ Allow the interviewee to express their opinions and experiences in regards to their work

Quote:

“In general, customer service is really tough. It’s really tough to understand some people, what they want, things like that. So once they make the order, **we have 150 seconds to make it.** If we exceed that time, then the manager is going to get mad.”

Theory:

Extreme Environments:

→ the naturalization of the health and environmental consequences of human, technological, and chemical practices used to sustain life and profits (Saxton 2015).



Recommendation to Journalists

- ❑ For journalists covering chain restaurant workers, we recommend making the interviewee feel important and not taken advantage of
- ❑ Avoid going into their community and making them feel used
- ❑ We also recommend checking up on the interviewee to see how they are doing and if their situation has improved or worsened



Quote:

“It’s cathartic for them. They are talking your ear off. They’re telling you everything... I was just trying to take the pulse of restaurants around the state. I was asking him “how is this situation for you guys?” And it was like a therapy session. The whole industry is hurting right now... **They say thank you for telling our story. Thank you for listening to us..Thank you for writing this. People need to hear what this is like for us.**”

Theory:

Equitable journalism:

- Ensuring that journalism serves the diverse public by reporting on news that fully reflects communities and responds to the public’s interest, allowing them to participate meaningfully in democracy.



Recommendation to Journalists

- ❑ Approach from the side of fairness
- ❑ Express your intentions for your research
- ❑ Equality, injustices, change
- ❑ Why you're doing this
- ❑ Let them know you want your work to help their situation





Quote:

“My boss wasn’t like that [about equality]. He wanted everyone to know that it was his place, he was the owner, he was the boss, and you do what he says. And obviously you do what your boss says, but there’s a respect factor that comes along where **it’s easier to have respect for a boss when they show you respect.**”

Theory:

→ **Naturalization of Inequality:**

A process that leads everyone to thinking that inequality is normal/acceptable and that there should be inequality. The inequality is usually formed due to either racism or classism. (Holmes 2013)



What do they want the public to know?

- ❑ Dangerous working conditions within chains.
- ❑ Need for customers to adhere to protocols.
- ❑ Understand, respect, & empathize with their experiences in the workplace.
- ❑ Negative impacts of unsafe conditions on employees and customers.
- ❑ Journalists interview managers/bosses because general employees are afraid.

SCHRIEVER COVID-19 RECOVERY PLAN

PHASE 2A

FORCE HEALTH PROTECTION remains base leadership's **TOP PRIORITY**. The most **UP-TO-DATE** information on prevention methods will be distributed.

RISK-BASED MEASURES consistent with **GUIDANCE** from the Department of Defense and the Centers for Disease Control → Prevention protocols will continue to be **FOLLOWED**.

BASE LEADERSHIP is working closely with state, regional and local health officials to ensure **DETECTION** and **RESPONSE EFFORTS** are coordinated.

Recovery **DOES NOT** mean the risks of COVID-19 are gone. COVID-19 is likely to be a concern for the coming year.

Personnel should **CONTINUE** to practice good hygiene and wear **DOOR** face masks when six feet of physical distance can't be maintained.

SCHRIEVER AFB WILL MAINTAIN AGGRESSIVE PREVENTATIVE MEASURES TO PROTECT VULNERABLE PERSONNEL

PHASE 2A ACTIONS

- Gatherings of no more than 10 people are permitted.
- Limited CDC availability with priority to mission essential personnel.
- Resume AFB access for both (1) nonmission essential take out service only.
- Increase construction within the Restricted Area.
- Open Fitness Center for mission essential with strict physical distancing protocol.
- Resume base commercial activity with appropriate safeguards: Barber/Shop, Dunelm, etc.
- Vulnerable personnel continue to telework.
- Limited return to work for non-essential essential personnel.
- Coordinated, rotating shifts to enable physical distancing.
- When unable to maintain 6' of physical distance, wear a mask.

Schriever AFB retains the ability to fallback to **PREVIOUS PHASES** if data indicates unacceptable **INFECTION RATES**.

UNIT LEADERSHIP should contact individual teams to define what their **UNIQUE SCHEDULES** will be during this **RECOVERY PHASE**.

Members are encouraged to **STAY ENGAGED** with email, social media, the Schriever AFB app and other communication methods.

Limitations

- Small sample.
- Lack of diversity in our sample.
- No follow-up interviews to foster ongoing trust and acquire updated answers from interviewees.
- In spite of all this...
 - Allowed these interviewees to be heard.
 - Educated our peers.





Conclusion

- Thank you all for listening!
- Any questions?

