

**Sam Houston State University
Non-Academic Grievance Form**

Submitted on February 15, 2024 at 2:35:04 pm CST

Nature	Non-Academic Grievance
Urgency	N/A
Incident Date and Time	2024-02-15 2:15 PM
Incident Location	NEWTON GRESHAM LIBRARY Starbucks

Reported by

Name:

Title:

Email:

Phone

Address:

[UNAUTHENTICATED]

Involved Parties

Nene ()

Alleged

Victim

I'm having difficulty with:

a SHSU staff

Have you attempted to address your concern and how?

I repeated [REDACTED] words back to her, hoping she would realize what she said was unprofessional, but she just confirmed her statement that she would refuse to serve me in the presence of other customers

In the space provided below, describe the nature of your difficulty. Please include as much detailed information as possible regarding your situation (i.e. names, dates, etc.).

After I ordered a drink from the NGL starbucks, [REDACTED] the barista taking my order, informed me that she would not serve me if there was a line behind me and complained about the number of steps it takes to make my drink. This drink was a preset option on the menu. She then proceeded to make my drink, but I felt devalued by her inconsiderate work ethic and annoyed that i would not be able to order specific items if they did not feel like making it.

Pending IR #00004406

Submitted from 158.135.172.160. Processed by routing rule #11. Routed to [REDACTED] Dean of Students.

From: [REDACTED]
To: [REDACTED]
Subject: RE: Aramark Student Grievance
Date: Thursday, February 15, 2024 4:35:07 PM
Attachments: [image001.png](#)
[image002.png](#)

Just wanted to follow-up and let you know issue has been addressed with employee and student victim will be contact by Aramark management.

Thanks,

[REDACTED]

From: [REDACTED]
Sent: Thursday, February 15, 2024 3:51 PM
To: [REDACTED]
Subject: RE: Aramark Student Grievance

Thank you!

[REDACTED]

From: [REDACTED]
Sent: Thursday, February 15, 2024 3:34 PM
To: [REDACTED]
Subject: RE: Aramark Student Grievance

[REDACTED]

I will forward the grievance to [REDACTED] with Aramark to review and address with Starbucks employee.

Please let me know if you need anything from me.

Regards,

[REDACTED]

[REDACTED]
[REDACTED]

Executive Director of Hospitality and Auxiliary Services
Sam Houston State University

[REDACTED]



From: [REDACTED]

Sent: Thursday, February 15, 2024 3:07 PM

To: [REDACTED]

Subject: Aramark Student Grievance

[REDACTED]

Please see attached student grievance form for an employee at the Starbucks in NGL. Our office receives these reports and sends them to the department head over the area for review and to determine a potential solution to the grievance. If you need any additional assistance from our office, please let me know.

Sincerely,

[REDACTED]

Dean of Students | Dean of Students' Office

[REDACTED]

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My Gallup Clifton Strengthsfinder Signature Themes:
Responsibility | Belief | Strategic | Learner | Achiever



Sam Houston State University