



Kathleen Zawrotniak [redacted]

Store Operations

2 messages

Kathleen Zawrotniak <[redacted]> Sat, Apr 24, 2021 at 3:36 PM
To: "Hall, James" <[redacted]>, "Ditzler, Natalie" <[redacted]>, Charles Johnson <[redacted]>, William Sabatini <[redacted]>

Dear PHMC staff:

I drafted a new operating process for the store on March 31 and Billy gave me comments on it April 5. I sat in the chair outside the museum store doing it, and Chuck and I had conversations about some reopening concerns, so he knows we created new processes that far in advance.

If you had asked us for the information, I would have been happy to provide it. If you had shared any information about your reopening plans, I could have incorporated it and filled in some gaps. But every time Billy asked you for even draft information to help us plan, it was denied. I had to request my meeting last Tuesday with Chuck, and I requested that we continue to meet twice a week until reopening to ensure that I had proper communication about any changes to your plans, and ensure that what I execute matches your process and requirements. To date, PHMC has failed to properly inform us of the rules we are required to implement on your behalf (e.g. your cash handling/reporting needs and covid protocols), provide adequate clarification when we have questions (most of my questions have been sent via Billy), and provide the tools to execute in a timely manner (e.g. Admissions POS System and TimeCounts).

We need a completely new operating plan because: our staffing is different than one year ago, our POS system is different, our membership system is different, your POS system is different, and covid safety precautions require adaptations. Whatever we did in the past is no longer reasonable, practical, or possible in the current reopening situation.

Our current intended operating process for the museum store is attached. This is a living document; as conditions change, our operations adapt in response.

- Purple text calls out things I would like PHMC to specifically confirm.
- Red text calls out items PHMC needs to provide us for effective and accurate handling of their business

You anticipate opening the museum to visitors in five days. The items in red text, which are essential and basic components of our ability to create an operational plan, train staff/volunteers, and deploy it on your behalf, have not been provided to us. Please provide them by Wednesday, April 28th. If FNL has not received this information by then, we will not have adequate time to properly train Museum Store personnel and therefore will not be able to operate the PHMC POS system or accept payment in any form for Museum admissions on April 30 and May 1.

Katie

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Kathleen Zawrotniak
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Store Staff-Cashier Procedures - version2021.04.24PM.docx
49K

Hall, James <[redacted]> Sat, Apr 24, 2021 at 4:51 PM
To: Kathleen Zawrotniak <[redacted]>, "Ditzler, Natalie" <[redacted]>, "Johnson, Charles" <[redacted]>, William Sabatini <[redacted]>

Katie:
Received your email, thank you! Will review when I get back into the office on Monday ... your efforts are much appreciated.
Thanks again - JIM

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From: Kathleen Zawrotniak <[redacted]>
Sent: Saturday, April 24, 2021 3:37 PM
To: Hall, James; Ditzler, Natalie; Johnson, Charles; William Sabatini
Subject: [External] Store Operations

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