

X-Sieve: CMU Sieve 2.2  
From: roseg@MIT.EDU  
Date: Fri, 29 Aug 2003 21:33:38 -0400  
To: Jeanette Fershtman <jfershtm@mit.edu>  
Subject: Re: Letter to Residents  
User-Agent: Internet Messaging Program (IMP) 3.1-cvs  
X-Originating-IP: 18.187.0.237  
X-Originating-Host:  
X-MIT-WebMail-Sender:  
X-MIT-WebMail-User-Browser: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; .NET CLR 1.1.4322)  
X-Spam-Score: -0.9  
X-Spam-Flag: NO  
X-Scanned-By: MIMEDefang 2.28 (www . roaringpenguin . com / mimedefang)

OK I talked w/ Deepti

The issue was more that, quoteing from Deepti as well as I can, "There were not people to help when they were promised." I.e. from 7-9 AM there were not people manning the TV room or helping frosh move. However, from 9 AM on there were peopel doing both. So could you reword it to express that there were not helpers early enough, or not as early as needed, and desk workers had to pick up that slack until 9 AM. Is that cool?

Thanks,  
Rose

Quoting Jeanette Fershtman <jfershtm@MIT.EDU>:

> I suggest negotiate this point with Deepti because she asserts that there  
> weren't people doing these tasks. Let me know what compromise you make.  
>  
> jeanette  
>  
> At 07:20 PM 8/29/2003 -0400, you wrote:  
> >It is completely incorrect to say there was no one manning the TV room and  
> >no one to help move. There were many of us in the TV room. All day. At  
> >least 3-5 at a time. I know that Alex was there at least from 9 AM to 4  
> >PM, and there were many many other residents there helping, including  
> >myself, Ethan, Omar, Adam, Mollie, and more. Additionally, you dont even  
> >want to know how sore some of their muscles are from moving boxes. Many  
> >upperclassmen were recruited to help move frosh, and I saw them assisting  
> >all day.  
> >Rose  
> >  
> >At 07:07 PM 8/29/2003 -0400, Jeanette Fershtman wrote:  
> >>I just spoke with Deepti. She acknowledges that you were busy doing  
> >>other things and could not be at desk constantly. Instead, she would  
> >>simply like an apology for not manning the TV room to watch the  
> >>froshlings' belongings and there was no one to help move freshmen as  
> >promised.

> >>  
> >>>Thoughts?  
> >>  
> >>>jeanette  
> >>  
> >>>At 06:19 PM 8/29/2003 -0400, Swapna Panuganti wrote:  
> >>>>Hey guys,  
> >>>  
> >>>>So I'm almost okay with this apology/explanation letter except for the  
> >>>>following bullet point:  
> >>>>We apologize to the front desk for not being present on move-in day to  
> >>>>assist them in responding to the questions and concerns of both freshmen  
> >>>>and parents.  
> >>>  
> >>>>While I understand that the desk workers are angry and upset, I really  
> >>>>don't think this is something that we need to be apologizing for. Before  
> >>>>in-house trading was over, Carl told Deepti not to hesitate to call him  
> >>>>or myself that morning if people were giving her trouble. I posted the  
> >>>>list in the lobby around 7:30a and got my first calls from desk at  
> >>>>around 8:15a. Carl and I answered every single phone call we received  
> >>>>and all our messages. We may not have been in our rooms all day to  
> >>>>answer every call because we were running around the building dealing  
> >>>>with every single problem conceivable, hence we were very present on  
> >>>>move-in day. The night of in-house rush, I left my cell phone number at  
> >>>>the front desk saying that if anyone came late, that was how I could be  
> >>>>contacted. I agree that the desk workers should not have had to deal  
> >>>>with every upset freshman and parent, however we did not instruct them  
> >>>>to do so. In turn, we did not abandon them. We told them how we could be  
> >>>>contacted and they, in fact, chose to ignore that request and deal with  
> >>>>the problems themselves, thereby exacerbating the situation since the  
> >>>>desk workers, at the time, happened to hail from F and H entries. I  
> >>>>believe that due to the desk worker's anger and frustration, they fueled  
> >>>>some of the freshmen uproar through a channel of misinformation and  
> >>>>miscommunication of the happenings of in-house trading. I do not feel  
> >>>>the need to apologize to them and although it would be easier to bite my  
> >>>>tongue and take one for the team, it would essentially be a lie.  
> >>>  
> >>>>Thanks,  
> >>>>Swapna  
> >>>Jeanette C. Fershtman  
> >>>450 Memorial Drive  
> >>>Cambridge, Massachusetts 02139  
> >>>Room: 617.225.9103  
> >>>Mobile: 617.216.4458  
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> >  
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