

X-Sieve: CMU Sieve 2.2  
X-Sender: jfershtm@hesiod (Unverified)  
X-Mailer: QUALCOMM Windows Eudora Version 5.1  
Date: Fri, 29 Aug 2003 19:07:12 -0400  
To: Swapna Panuganti <swapna@mit.edu>, mac-exec@mit.edu, cmahler@mit.edu  
From: Jeanette Fershtman <jfershtm@MIT.EDU>  
Subject: Re: Letter to Residents  
X-Spam-Score: -3.1  
X-Spam-Flag: NO  
X-Scanned-By: MIMEDefang 2.28 (www . roaringpenguin . com / mimedefang)

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

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