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Field Observation Paper

Midwestern State University

Observer: _____
04/18/2017

Field Location: Domino's Pizza

Time	Observation
4:08 pm	The female employee (FE1) attempted to start a conversation and the male employee (ME1) hardly responded before walking away. It did not appear to be malicious, but was certainly rude.
4:10 pm	ME1 returned and mentioned something about the warmer shelf and an awkward silence followed.
4:20 pm	FE1 started to find work to do, ME1 would ask her to bring up more boxes or sweep the floor. He stood around on his phone as she worked.
4:30 pm	The two finally start to talk to each other a little bit about various items around the restaurant, ME1 is mostly giving instructions about taking orders.
4:50 pm – 6:00 pm	Deliveries start to come in and FE1 is often gone. When she comes back to the store the two rarely converse.

ECON 1333

Domino's Pizza Observation: Day One

04/18/2017

My observation location was the Domino's Pizza restaurant outside of Sheppard Air Force Base on Burk Burnett Road. This store is one of three that serve the Wichita Falls and Burk Burnett areas. I chose this store for its obvious imbalance of male and female employees, with males being the dominant demographic. At this specific restaurant, there are only two female employees who work separate shifts. Only one will be present at a time.

I arrived at 4:00 pm to a quiet store as the morning shift prepared to leave and the evening shift started to arrive. The evening crew consisted of one male cook and one female driver. In my notes, they are named Male Employee 1 (ME1) and Female Employee 1 (FE1). I watched the two for a few minutes as they stood in silence. They seemed to be waiting around for an order to arrive and to give them something to do. After eight minutes, FE1 tried to start up a small conversation with ME1. He nodded, but not contribute much beyond that before walking away. ME1 appears to be very young and that could contribute to his discomfort or awkwardness around his coworker.

4:10 pm ME1 returned and explained how the warming shelf by the oven worked before falling into another long silence. They were standing next to each other, but would pick a spot and stare for a while before fidgeting and finding another spot to stare at. They look like they are going to fall asleep while standing. I wonder how they would interact if the store was much busier and they did not have the long silences.

4:20 pm FE1, looking bored, asked if there was anything ME1 needed to be done. He asked her to bring stacks of boxes to the front as he filled the shelves they stored the boxes on. She brought up a stack and started to put them away when ME1 took them from her and put them away himself. Once that was done she asked again and ME1 told her to start sweeping the floor around the make-line. The entire time she was sweeping ME1 was standing around on his phone, doing nothing.

4:30 pm The two finally start talking to each other about different objects in the store. The interactions were almost entirely instructions on how to take orders and use various equipment. I discovered that the female employee is new and it made sense for him to be explaining those things.

4:50 – 6:00 pm Deliveries start to roll in and FE1 is gone for about 20 minutes at a time. When she is back in the store the two continue to avoid conversation unless giving instructions or information related to the deliveries.

Reflection

It was interesting to observe these two young employees for a couple of hours. They hardly talked to each other and the two hours consistently felt awkward and uncomfortable. I feel like many variables could have contributed to this situation including their age and that the female employee had only recently joined the team.

Observer: _____

Field Location: Domino's Pizza

04/19/2017

Time	Observation
4:00 pm	When I arrived, the second female employee (FE2, there are only two working in this specific restaurant) and another male coworker (ME2) were sitting together on a bench, waiting for the night shift to come in. While waiting, ME2 did not make eye contact, but held an open conversation with FE2. She appeared to be comfortable around him.
4:10 pm	ME1, from Day 1, arrived and the three employees were talking comfortably with each other in a professional, yet friendly, manner. FE2 was surprised that FE1 was going to be an hour late and was unhappy about having to stay the extra hour.
4:15 pm	Another male driver (ME3) arrived and FE2 found out that he was covering for FE1, ME1 just forgot to mention it to her. He laughed at her misunderstanding in a light-hearted way.
4:30 pm	The group of 3 men and one woman were gathered in a small circle, all seeming very comfortable with each other. ME3 says, "Man, I love you, you big blob" and hugs ME1. They all had a laugh.
4:45 pm	As FE2 prepares to leave, ME3 thanks her for all her hard work in the mornings and assures her that her efforts make the transition for the night crew so much easier. She seems very happy and thanks him for his appreciation. She tells him

	about having to clean up the store for 20 minutes before she could do her preparations in the morning, so it feels nice to be appreciated. ME3 doesn't respond to her complaints.
5:00 pm	ME3 mentioned that he only made \$59 with 16 deliveries, I assume that is not a lot for that many deliveries. FE2 seemed annoyed and said, "Aw, that's too bad. I only made \$12 today!" She leaves after this.

ECON 1333

Domino's Pizza Observation: Day Two

04/19/2017

After the quiet and uneventful first day, I was looking forward to observing the second female employee (FE2) and witnessing how she interacted with her male counterparts. I arrived at the store again at 4:00 pm. It was another quiet afternoon and I assume the store does not get much business around that time.

4:00 pm When I enter, FE2 and the assistant manager, referred to as male employee 2 (ME2), are sitting together on a bench by the registers. They are having a quiet discussion and ME3 doesn't make eye contact, but communicates easily to FE2. FE2 also has open body language and seems very comfortable with her coworker. This situation is completely different from the two employees I observed the day before.

4:10 pm ME1 from the day before arrives to replace ME2 and he joins into the discussion. He appears to be much more comfortable around FE2 which makes me think he just hadn't gotten to know FE1 well enough to hold a conversation with. The three seem to be professional and friendly employees that get along great. ME1 mentions that the 4 pm driver was going to be late and FE2 makes an annoyed face. They all have a laugh about it.

4:15 pm A male driver, ME3, arrives and FE2 is surprised. ME1 forgot to tell her that someone was coming in early to cover for the late driver. They both laugh at the misunderstanding and the FE2 seems relieved that she does not have to stay late.

4:30 pm ME3 joins into the group and the four employees engage in small talk and joke around with each other. ME3 looked to ME1 and said, "Man, I love you, you big blob" before giving

him a hug. The men direct their silly behavior towards each other, but don't exclude FE2 from the conversation completely. I was a little surprised to see how friendly these employees were with each other.

4:45 pm The group is quiet for a moment as the conversation dies down. ME3 starts to thank FE2 for her hard work in the morning and reassures her that her effort is a real help to the evening crew. FE2 looks flattered and thanks him for appreciating what she does. She continues and explains the extra work she had to do before she could work on her morning tasks because of the mess left by the evening crew the night before. ME3 had been kind and friendly so far and I assumed he would address her complaints, but he did not respond to any of the issues she mentioned.

5:00 pm FE2 was about to leave when ME3, in what I assume to be a last-ditch effort to get a friendly conversation going again, complained light-heartedly about only making \$59 when he took 16 deliveries. FE2 appeared to be annoyed and replied, "Aw, that's too bad. I only made \$12 today!" It seemed like this was a sore subject for her and ME3 was quiet when she did not emphasize with his misfortune. She said goodbye to the others and left afterwards.

Reflection

The difference in how the male employees interacted with the second female employee is powerfully apparent when compared to the first female employee. They had no problem holding a conversation together, but they stuck to lighthearted topics and behavior. I thought it was interesting that the male driver was so considerate of the female employee's work, but attempted

to change the subject when she brought up her struggles and concerns. Overall, this was a very interesting day to observe.

Observer: _____

Field Location: Domino's Pizza

04/20/2017

Time	Observation
10:00 am	FE2 arrives and says good morning to ME4, he replies "We need two bread and two sauce." FE2 looks at him for a moment and shrugs before getting to work.
10:12 am	FE2 is preparing sauce when ME4 confronts her about a prior issue. He says, "Hey you've been pissed at me lately, like all the time really" FE2 seems surprised and he continues, "I'm here to do my job so..." he walks away without finishing the sentence or thought.
10:14 am	ME4 returns and once again mention how he's just trying to do his job. It feels very passive-aggressive. FE2 looks speechless and a little upset.
10:30 am	For a long time after, the two have been in opposite ends of the store and haven't spoken to each other. They avoid making eye contact as well. FE2 seems angry.
12:00 pm	The silence is broken when the 12 pm driver arrives (ME5). FE2 is still not talking to ME4 and does not respond when he tries to talk to her.

ECON 1333

Domino's Pizza Observation: Day Three

04/20/2017

My observations in the first two days took place in the slow afternoon transition from morning to evening and I wanted to see if there were any differences in the mornings. I received permission to observe the two morning shift employees from 10 am, 30 minutes before the store officially opened, to noon. The two employees were FE2 from the second day and the assistant manager, ME4. I arrived when FE2 was scheduled to show up and followed her through her morning routine.

10:00 am FE2 clocked in and ME4 came out of the walk-in fridge, carrying a couple of buckets full of sauce. Before she could finish saying good morning he said, "Two bread, two sauce" and walked away. She appeared to be taken back by this and shrugged it off before moving to the back of the store to start on her prep work.

10:12 am ME4 makes his way to the area where FE2 is starting to make the sauce for the day and he paces around before quietly calling out to her. Once he has her attention he says, "Hey you've been pissed at me lately, like all the time really" After a pause he continued, "I'm here to do my job so..." and he walked away, leaving FE2 looking confused and a little upset. I was a strange and uncomfortable scenario to witness.

10:14 am ME4 walks back and repeats the last thing he said to her before disappearing into the walk-in. FE2 did not respond and seemed angry. She picked up and used her phone for a moment before sighing and continuing with her tasks.

10:30 am- 12:00 pm FE2 and ME4 did not speak to each other since the confrontation and kept to their opposite ends of the store. The atmosphere was tense and the two went to great strides to avoid being around each other for longer than necessary. They both finished their morning tasks in silence. When the noon driver shows up the deep silence is broken. FE2 would talk normally to the driver, but still would not talk to ME4. She did not ignore him or act spitefully, but seemed to not trust him enough to talk openly or have a conversation.

Reflection

I initially expected for the two employees to interact like the group did the afternoon before, but was surprised to witness the discord between the two. While I don't know what caused the confrontation in the first place, I could tell that the way ME4 brought it to her attention was passive-aggressive and made her very uncomfortable. I found it interesting that he did not want to discuss why she was upset with him, but rather he wanted to almost lecture her about it as if she had done something bad.

Observer: _____

Field Location: Domino's Pizza

04/21/2017

Time	Observation
5:00 pm	FE1 (from day 1) arrived and starts folding boxes in the back of the restaurant. She says hello, but keeps to herself for the most part.
5:30 pm	A few coworkers have initiated small talk, there are a few people she seems comfortable around.
6:00 pm	A different driver arrived and started to criticize the things FE1 was doing. He complained about the way she washed the dishes and she looked uncomfortable and annoyed. He was aggressive and bossy in the way he talked to her, but friendly with the other men. She stayed silent and tried to avoid him.

ECON 1333

Domino's Pizza Observation: Day Four

04/21/2017

On my last day of observations, I wanted to follow FE1 around once more and see if her interactions with the other male coworkers was any different to the first day I watched. At the time I arrived, there were more than just two employees and everyone was either finding little jobs to do around the store or conversing in small groups.

5:00 pm FE1 arrived for her shift and did not waste much time before heading to the back and finding busy work by folding boxes. She smiles and seems very friendly, but keeps to herself for much of the time. I've noticed that she is very shy and stays focused on her task. When she isn't folding boxes she fidgets with her keys and phone and seems to feel awkward and uncomfortable.

5:30 pm Every so often some coworkers would stop and exchange small talk with her, but they did not go into deeper conversations. As a new employee, I think that folding boxes is comfortable for her because it is something she knows what to do, unlike answering the phones or cutting pizzas by the oven. There were no notable interactions between her or her coworkers for the first hour I was there.

6:00 pm At 6 pm male driver (ME5) had come in and was obviously someone who thought very highly of himself. He would often mention that he used to be a manager and was currently a manager at another store. FE1 tried to avoid him, but he began to criticize the way she did the dishes. He was, from my outside perspective, very rude about it. FE1 listened and nodded along

to his condescending tone, but did not say anything back to him. When he left on a delivery she seemed relieved and everything went back to normal.

Reflection

Having observed at Domino's for four days, there were several things about the male and female interactions that I noticed. First, that the women had two very different personalities and the men around them behaved differently between the two. I also believe that the length of employment played a factor as the men seemed to be more open around the woman who had been there longer than they did around the new woman. While it is hard to judge from just four days of observing, it felt as if the men behaved as superiors to the women in subtle ways. They did not purposefully try to be sexist, but would often turn to condescending behaviors.



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