

## Interview Transcript

**Ryan Smith-Interviewer:** Will you please state your name, title, and the organization that you work for?

**Anonymous Interviewee:** \_\_\_\_, Clerk for Virginia Tech Services, University Bookstore

**Interviewer:** Where are you originally from and what did your parents do for a living?

**Anonymous:** Hume Virginia and my parents own a furniture company

**Interviewer:** How long have you been working at your job?

**Anonymous:** Almost 6 months

**Interviewer:** Where do live currently?

**Anonymous:** Pheasant Run in Blacksburg

**Interviewer:** What costs in transportation are involved in getting to work?

**Anonymous:** Just the money for riding the bus is mostly what I use, it drops me off right at work or I get rides from other people.

**Interviewer:** Could you describe a typical day at your job?

**Anonymous:** Typically I get there and run the cash register and Ill get people who come in to get computer supplies like ink cartridges and other supplies or when people order stuff you have to give them calls and let them know that its in, stuff like that...If people have a problem with their computer and will help them out as much as I can, usually I can't do much so I uh...fill out a service form and give it to the service department on Main Street

**Interviewer:** What's the best part of your job?

**Anonymous:** The freedom that it offers, there's a lot of leniency and the managers are very understanding if something comes up ya know? They tend to just let me off if it's not a big deal or anything like that

**Interviewer:** What's the worst part of your job?

**Anonymous:** Um, sometimes it gets annoying trying to help people with their computers and I don't know much about it most of the time and its kind of annoying but mostly its good, I would say any customer that's being unreasonable and they don't know that I'm trying the best I can do to help them and there just being mean or somethin' like that.

**Interviewer:** How does Blacksburg affect your business, besides those that are going to Virginia Tech?

**Anonymous:** A lot of people come in that go to Radford or New River or who just live in Blacksburg that have issues with their computer and even had professors coming from New River to have computers worked on...There is some town customers but mostly people from Tech

**Interviewer:** Have you ever been tempted in any way to quit your job?

**Anonymous:** No, not yet, for the most part I've enjoyed my work

**Interviewer:** How do you describe your interactions with your coworkers?

**Anonymous:** Well I mostly work with the same people every day, but it's pretty relaxed, sometimes get into some social stuff but for the most part its mostly work stuff.

**Interviewer:** How do you describe your relationship with your managers?

**Anonymous:** I'd say it's a good relationship, mostly they're in there office but when they do come out, there not bossy at all, and if there's something to be done they'll tell us but mostly it's a pretty friendly relationship.

**Interviewer:** What advice would you give to people working at your job?

**Anonymous:** To just be respectful of your superiors and if you're gonna be late, just give them a call. Try to just to the best work that you can.

**Interviewer:** How do you like living in Blacksburg?

**Anonymous:** I like it a lot, I've lived in the same house for 3 years, and I can't see myself moving out of here until I graduate...great atmosphere

**Interviewer:** What do you think is important for people to know about what you do at your job?

**Anonymous:** Well since I work in the computer department, and I don't have a big, and not really at all great computer background, I guess if people know that they would be more patient, if it's something easy I can probably fix it, but they just have to be more patient with me while I go get the technician [Laughter]

**Interviewer:** What were some memorable stories?

**Anonymous:** Well, over the Summer I worked at the Main Street bookstore in an office and one day we had a picnic and we all goofed around and played volleyball and other stuff and just had fun with the coworkers.

**Interviewer:** Did you have an experience at work that your boss didn't know about or something that you did that you're glad your boss didn't find out about?

**Anonymous:** Not that I know of, they were pretty quick to tell you that you messed up [Laughter]...even if it wasn't you that messed up..."Emmett why did you do that?"..."It wasn't me it was Dan...I saw him do it and tried to stop him but he wouldn't listen" [Laughter]

**Interviewer:** What was your most frustrating moment working?

**Anonymous:** Probably right when everyone got back to school and had to distribute all the computers to the...freshmen, the first day was bad and the second day was just awful, there was a line that reached out the store all day long, just non stop from 4 to midnight and had to stay until one, but eventually developed a little system to keep the lines down.

**Interviewer:** How did you get your job?

**Anonymous:** I got the job during a rush week a while ago and then started almost instantly, it was pretty easy to get since I was a student.

**Interviewer:** Do you see yourself keeping this job?

**Anonymous:** I'm gonna try to keep it until I graduate, whenever that is [Laughter] Maybe if worse comes to worse, and I wouldn't really mind it.

**Interviewer:** Do you feel like you get paid adequately?

**Anonymous:** Yeah I feel so, it's about \$8 an hour so that's good I guess [Laughter]

**Interviewer:** Do you feel like someone could live adequately, own a house or raise a family based on your wages?

**Anonymous:** No not at all and luckily I don't have to worry about that nearly as much as other people, but I might soon so...yeah I don't know [Laughter]

**Interviewer:** Do you work with anyone who isn't a student or isn't having directly as much money sent to them, like yourself?

**Anonymous:** One or two, the managers are.

**Interviewer:** Anything else you would like to share?

**Anonymous:** Just if you want a good job, the bookstore is a great place.