

## Interview Transcript

Interviewer: Amber Weyland

Interviewee: Mollie Hummer

Cameraman: Christopher Smith [friend to both]

Date: March 22, 2010

Beginning time of interview: 2:30pm

End time of interview: 2:40pm

**Mollie Hummer:** It's gonna be a long night tonight.

**Amber Weyland:** *[to cameraman]* Just hold it there so we can see Mollie.

**MH:** Give me time to put my hair up so I don't forget.

**AW:** *[to cameraman]* Let her put her hair up.

**Christopher Smith:** Alright. Okay I think I can hold it.

**AW:** Huh?

**CS:** Yeah I can.

**AW:** Okay just don't press that button or it'll turn off.

**CS:** Okay.

**AW:** Okay. Please state your name, your job title, and where you work.

**MH:** Mollie Hummer. I'm a crew trainer. I work at McDonald's.  
*[Mollie thumbs up camera and laughs.]*

**AW:** How long have you worked here?

**MH:** This store, three years. McDonald's total, four years. Four years at my other store so I guess that's a grand total of seven years.

**AW:** Wow. Would you tell us a little about your family- like where your dad works and what your mom does.

**MH:** I really can't say much about my dad. It's classified information. The government says he can't let me know and I can't say more than that. It's classified.

**AW:** Your mom works at home, right?

**MH:** As far as I know 'cause she has a job but I don't know what it is. I don't get to talk to her very often between work and school.

**AW:** Um... tell us about a typical day at your job.

**MH:** A typical day. *[laughs]* I clock in and I get stuck in back-hole or grill. You know, I clean, deal with stupid customers. Last night I had to do front window and back window for about an hour and a half while I got my butt kicked. It was very annoying.

**AW:** Alright so what year did you start working for McDonald's? Seven years ago, right?

**MH:** No that was seven years total. It wasn't seven years ago. I work at two different stores so the total time at both of those is seven years. I started at my other store... I was hired in 2006.

**AW:** Um... what are some things you like about your job?

**MH:** None. I really don't like my job. Some of the people I work with are cool though. And frappe's are awesome but I really don't like my job.

**AW:** Does McDonald's have any kind of benefits package? Like healthcare or saving for retirement?

**MH:** They do. I just don't use them because I'm on my parents' health care insurance. Sorry but Tri-Care is awesome.

**AW:** So what are some bad things about your job? Feel free to tell stories.

**MH:** Stupid customers. Okay, stupid customers- enough said. All times I've come to work I've been yelled at by customers, had crapped thrown at me through the window, I've had... I've been punched at work, I've had food thrown at me... pretty much just customers acting like they're three years old.

*[laughs]*

**AW:** Um... how do you balance school, work, and personal time?

**MH:** Honestly I don't know how I do it.

**AW:** Very carefully. *[laughs]*

**MH:** It's very, very talented. I guess that's why God created alcohol. *[laughs]*

**AW:** She's twenty one, so no worries.

**Random Guy:** No man created alcohol.

**MH:** I am twenty one that's why I would say alcohol makes the list.

**AW:** That's just some random customer... I mean a random employee.

*[pause]*

**AW:** Do you feel you've been promoted fairly considering how long you've worked here?

**MH:** You know how hard it took me to get my crew trainer position at this store? It took me two and a half years to get that and I got my CT at my other store in like six months. So... it's whatever. I get paid.

**AW:** If there was one thing you could change about your job what would it be?

**MH:** There's a lot of things that I would change. I would give employees raises. I'm pretty sure that's illegal not to give employees raises so I've got to look into that. Go to the Better Business Bureau and be like they don't give raises, you know?

**AW:** Um... how many days and hours do you normally work a week?

**MH:** I work four days a week which is usually, you know, thirty two hours or so- sometimes longer if I stay longer. You know, I have pulled fifteen to twenty hour shifts before.

**AW:** Alright, can you tell us a specific time when you were ready to just walk out and quit?

**MH:** Last night when I was in back-hole, front-hole for an hour by myself. Drive-thru was wrapped to the road and I wanted to walk out last night.

**AW:** What is the craziest thing that's ever happened to you on the job?

**MH:** At the other store I walked in and there was a customer throwing a fit and he ended up punching me in the nose.

**AW:** Woaw!

**MH:** *[laughs]* I sued him for assault and battery

**AW:** Wow.

**MH:** I'm telling you there are some stupid people in the world and he wasn't drunk.

**AW:** What are some of your crazy stories from the drive-thru? I've heard some of these.

**MH:** Hmm... craziest story from the drive-thru. I don't know what would be the craziest. Last night when I kept having to tell people I'll be in front-window I'm running both windows. This one guy drove by the first window anyway. That was like what the heck? I told you. Or sometimes people will just get mad because taking orders at the same time and they'll throw money at me like they expect me to be ready right when they get there when I gotta take other people's orders too. You know?

**AW:** Yeah.

**MH:** It's called multi-tasking. Okay? Get used to it.

**AW:** So the biggest things you'd changed is that customers don't have respect for people in the workplace?

**MH:** Yeah. I mean yes it's not the best job. The customers need to grow the heck up.

**AW:** Yeah. Um... at the end of the day are you glad you work at McDonald's or would you like another job?

**MH:** I would like another job, to be honest- one where I get raises.

**AW:** I'm sure the economy's not helping with that now.

**MH:** Yeah, no it's not.

**AW:** If you have children in the future would you want them to work here or say get a better job?

**MH:** I would be like don't do it! Do not even think about it. Burn the application. Burn it!  
*[laughs]*

**AW:** What advice would you give a young person trying to work here?

**MH:** I would tell them not to work here. I'd say go elsewhere.

**AW:** You're... and you're also a student, right?

**MH:** Yes I am a student- full-time.

**AW:** What's your major?

**MH:** I'm a history major.

**AW:** What do you want to do? Do you know yet?

**MH:** Teach. I mean that's the only thing you can really do with history, right?

**AW:** Yeah, I'm an English [major] so I get you. Um... where do you see yourself in five or ten years?

**MH:** Hopefully teaching and done with my education. Maybe married.

**AW:** Do you want to teach in college or high-school?

**MH:** High-school where I'll get paid more and I won't have to work two jobs. I actually found one of my professors working their second job at Kroger the other night. So yeah.

**AW:** You actually make more money in public schools than in college?

**MH:** Yeah so I'm definitely going to teach in public schools- high-school level probably.

**AW:** Is there anything else you'd like to share about your job, about balancing your job and school and friends?

**MH:** Um... this job sucks. I like some of the people I work with so we all complain together. Thing is I am twenty one so I can go enjoy a beer after a rough night.

**AW:** Do you mind telling us how much you make an hour?

**MH:** Minimum wage.

**AW:** So \$7.25?

**MH:** Yes and I make 55 cents more at my other store. I make almost 8 there. But it's different franchises so it doesn't transfer.

**AW:** Alright... um... I think that's everything. Thank you for your interview and have a good night at work.

**MH:** Shit. There's a basketball game tonight so I'm gonna get my butt kicked.

**AW:** Are you using really busy during basketball nights?

**MH:** Yes.

**AW:** Alright. Well, thank you Mollie.