

# 5 Minute Meter Productions

*Script:*  
*Employee Rights and Responsibilities (Chapter 16)*  
*Metropolis Coffee Company*

*Version: Final*

*Prepared by:*  
*Amy Lillard*  
*9/13/07*



---

**Amy Lillard**  
*Independent Writer*

701 W. Buckingham Pl. #209 • Chicago, IL 60657  
Ph: 312-543-3264 • F: 312-276-8417  
[amy@amylillard.com](mailto:amy@amylillard.com) • [www.amylillard.com](http://www.amylillard.com)

<b><u>SCENE/MUSIC</u></b>	<b><u>NARRATION</u></b>
<p>Fade up on storefront, along with footage of Chicago Uptown neighborhood.</p> <p>Cut to award footage: Chicago Magazine's article on Best Latte, New City's article on best place to buy coffee beans, Roast Magazine cover.</p>	<p>With a unique philosophy and great coffee, Metropolis Coffee Company has earned its share of awards and devoted regulars. Sure, they've been named "Chicago's Best Latte" and the best place to buy coffee beans by local media. They've even been named Roast Magazine's 2007 Roaster of the Year for making a darn good cup of Joe. But they've also been just as lauded for the soul behind their company. Metropolis demonstrates care and respect for all touched by those precious coffee beans – customers, neighbors, baristas, roasters, brokers, farmers, and more.</p>
<p>As the narrator continues, we move to footage of baristas.</p>	<p>A unique company like Metropolis needs unique employees. The coffeehouse employs a widely diverse and talented staff of baristas and other workers, and encourages an</p>

	<p>atmosphere of relaxed behavior and appearance. Metropolis knows that this type of open atmosphere can lead to happier workers - employees who are more productive and who stay with the company for the long haul. In fact, Metropolis has an extremely low turnover rate, an unusual trait for a coffee shop.</p>
<p>Tony Dreyfuss</p> <p>Footage of coffeehouse environment, indications that it's a free atmosphere.</p>	<p><i>"I don't want to impose any artificial restraints on how people look. The thing that I really want is for this to be a fun bustling place where the customers know the staff &amp; the staff knows the customers, and its from them being able to be themselves that I think they are able to do better work."</i></p>
<p>Footage of baristas interacting with customers.</p>	<p>While employees are encouraged to express their individuality while on their job, they are also expected to provide the best service for their clients. This is the priority, and the company's ultimate focus. It's where the concepts of employee rights and responsibilities come into the picture.</p>

<p>Footage of various employees “on the job”.</p> <p>Footage of folks in a public atmosphere.</p> <p>Employees at Metropolis</p>	<p>Generally, employee rights are those powers or privileges belonging to individuals as they work on the job.</p> <p>Confusion exists in the difference between rights given employees in a private sector versus rights afforded citizens in a public sphere. Employers have every right to direct the corporate culture in regard to their employees’ appearance, communications, and behavior on the job (and sometimes off the job). Employees may believe their right to free speech extends into their work life. But many private employers can limit employee speech when it comes to advocating controversial views, writing about the work environment on blogs or wikis, or more.</p> <p>Employees also have limited rights when it comes to due process, search and seizure, and privacy. Employers have every right to conduct video and personal monitoring, track computer</p>
--	--

<p>Morph back to store, with Metropolis employees doing their various duties.</p>	<p>usage, and even conduct random drug testing. Since companies are private entities, they must protect against employee theft or dangerous work environments, and they are allowed to infringe upon employee rights to do so.</p> <p>It's when employees think they have more freedom than the job actually allows, trouble can ensue in the form of disputes and lawsuits.</p> <p>Along with rights, employees also have responsibilities – to the company, to their co-workers, and to the customers. They have the tasks they were hired to perform, and they have the mission of the company to uphold.</p> <p>This interplay of rights and responsibilities, when managed well, comes down to a respectful, reciprocal relationship between employee and</p>
---	--

	employer.
<p>Interview w/Jeff and/or Tony</p> <p>Cutaways to baristas interacting with employers, with customers. Then to baristas' various blogs online.</p>	<p><i>"We try to model correct behavior to show what we want and what we need. Yes we have manuals in order to do things, such as make espresso. People have to pass tests of all types. But we ourselves also have to be able to do that.</i></p> <p><i>"If we need something from someone, we can just walk up them and ask... We have a big van for moving coffee and It's been used to move more employees than I can count. I think they know that they can ask us anything... and we expect the same in return."</i></p>
<p>Footage of Jeff/Tony in discussion with employers.</p>	<p>One of the best ways to avoid problems and pitfalls is one many companies overlook – open and consistent communication between employers and employees. Spelling out everyone's individual roles, rights and responsibilities can help avoid</p>

	<p>confusion and head off problems. It also helps keep the main priority in mind – serving customers and growing the business.</p>
Interview w/ Tony	<p><i>“If you establish open lines of communication, where, if there is a problem, you are able to say, hey, there is a problem here - and you can figure out how to address it, our staff is so tight that if something is happening and somebody is not pulling their weight or something is wrong, we know about it really quickly.”</i></p>
Footage of baristas. Website – interplay between baristas’ blogs and posts of regulars.	<p>It may seem that work environments are dictated by top-down communication, but the best business settings don’t stop there. Employers should be responsible for giving employees enough information about their roles and responsibilities to ensure clarity. But it should also go both ways. Employees should be encouraged to communicate ideas they have for the business, and inform employers when they need more</p>

	<p>information. This is a strategy Metropolis takes to heart.</p>
<p>Interview w/Jeff and/or Tony  Footage of Jeff and/or Tony with employees. Employees conversing with customers.</p>	<p><i>“There are thousands of things they [employees] have come to me with, from how to better arrange the pastry case, to staffing issues - when we need more staffing, when we need less. There was one employee who said, if we just drew little lines inside the pitchers, for milk, we could probably save 2 or 3 ounces of milk waste per drink. Over six, seven-hundred drinks a day, that makes a huge difference.”</i></p> <p><i>“Of course we have materials, which say ‘ if you’re not doing anything, these are the things you can be doing.’ But the reason they do it, the reason they are inspired, the reason they work hard is three-fold: they don’t want to let us down, they don’t want to disappoint themselves, and they don’t want to let their co-workers down.”</i></p>
<p>Fade out with overview of store inside and out.</p>	<p>With a growing business and reputation in the Chicago community, Metropolis is primed for a big future. And with their fresh take on the employer-employee relationship, they’re forging a new path that other businesses can learn from.</p>