

# Problem Solving in the Workplace Training

## CVS Contract Questions on 24 Hour Guarantee

### Scenario & Group Breakout Worksheet

**Scenario 1:** Joe is a part-time Pharmacy Tech and has worked for CVS for over three years. He works at a CVS B store. He recently approached you because he has been only getting 16 hours a week and wants to get more hours.

He is currently going to Community College and cannot work Monday, Wednesday, and Friday until after 7 P.M. He says there are only three more weeks left in school before he is finished. He also has some babysitting issues, so he needs to have the third Saturday of the month off. He wants to know if he should file a grievance for the 30-hour minimum.

#### Group Discussion Notes:

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#### Contract article and section that address this issue:

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#### Solution:

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## CVS Contract Questions on 24 Hour Guarantee

### Scenario & Group Breakout Worksheet

**Scenario 2:** Maria is a part-time clerk and has been with CVS for five months. She works at a CVS A store. Hours have been tight in the store, and she went from working 30 hours a week to now only working 18.

She tells you that she can pretty much work anytime except for Tuesday evenings because her son has therapy that night. Maria is stressed and wants to know what she can do to get more hours.

#### Group Discussion Notes:

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#### Contract article and section that address this issue:

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#### Solution:

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# Problem Solving in the Workplace Training

## CVS Contract Questions on Holiday Pay

### Scenario & Group Breakout Worksheet

**Scenario 3:** Joe has been with the company for over five years, working as a pharmacy technician in a CVS B store. He is a part-time employee and is now working around 30 hours a week.

The Fourth of July is coming up, and the pharmacy manager is asking Joe if he wants to work that holiday or not. He can't remember what he did last year, so Joe comes to you and asks what his pay will be if he works the holiday and what it would be if he took the day off. He is also saying he might call out the day before the fourth if he takes the day off to visit his family and party in San Diego.

What advice would you give Joe?

**Group Discussion Notes:**

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**Contract article and section that address this issue:**

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**Solution:**

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# Problem Solving in the Workplace Training

## CVS Contract Questions on Holiday Pay

### Scenario & Group Breakout Worksheet

**Scenario 4:** Maria has been with CVS for over two years and works as a part-time clerk in the front. She has her birthday coming up and wants to go to Vegas with some of her friends to celebrate for a long three-day weekend.

Everyone has been working a lot of hours lately since two people quit, so she is afraid the manager will say no and not give her the time off. There are some articles in the contract that can help Maria. What advice would you give Maria?

#### Group Discussion Notes:

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#### Contract article and section that address this issue:

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#### Solution:

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