

Ask for the reason behind a decision



Use this when a decision seems unfair and no one has said why.

- 1

Say what you noticed
Describe the difference in one sentence. Do not blame anyone.
- 2

Say what you know
List facts you can back up: dates, hours, amounts, duties.
- 3

Ask one clear question
Ask how the decision was made or what rule it follows.
- 4

Keep it polite and specific
Stay calm and say when you would like a reply.

Example from Case 11

- 1

Hi Dana, I have a question about my pay rate for the Saturday event.
- 2

I worked setup and closing, 3 to 11 p.m. My statement shows \$16.50 an hour.
- 3

Could you explain how crew rates are set and what the shift-lead role involves?
- 4

I'd appreciate a reply this week. Thanks, Jordy

⚠ Watch out: Share only your own pay. Gia's statement is hers to share, so Jordy leaves it out.



Sentence frames

I noticed ____.

Here is what I know: ____.

Could you explain how ____?

