

Re: Rude Counter Employee

Town Pump <feedback@townpump.com>

Fri 7/14/2023 3:41 PM

To [REDACTED]
Hi Scott,

Thank you for bringing the issue to our attention. Town Pump does not have a no shoes, no shirt policy. We will address the matter as soon as possible. Your business is appreciated.

Ticket: <https://montanasbest.freshdesk.com/helpdesk/> [REDACTED]

On Thu, 13 Jul at 10:34 PM, Scott Sanstad [REDACTED] wrote:

Hello,

About 10 minutes ago (approximately 9:55 PM MDT July 13), I stopped by your location at 1822 E Custer Ave in Helena to get some ziploc bags. One of your employees, a young man, was very kind and helped me locate them after several minutes of searching.

I went to the counter and the staff member operating the register (not the young man who helped me find the bags that I needed) said, "I'm sorry, I can't sell that to you."

I asked her why that was, and she said, "I can't sell that to you, it's our company policy."

I asked her what company policy she was referring to, and she said "No shirt, no shoes, no service."

I explained to her that the No Shirt, No Shoes, No Service policies were originally created to exclude minorities from entering businesses as an end-run around the Federal Civil Rights Act, and that I do not wear footwear of any kind for health, faith, and safety reasons. Because I am barefoot for health and faith reasons both Montana law (MC Title 49-1-102) and Federal law (Civil Rights Act, and ADA) protect my right to be barefoot and require that I be provided equal access and equal service at places that are open to the public as our store are.

After I explained the situation, she said, "I still can't ring you up, I'll get fired. It's our policy."

So I asked her, "If your store's policy were to refuse service to people on crutches, or to Christians, would you do it?"

She responded, "No, because that wouldn't be legal."

To which I replied, "Of course, so why are my health and faith needs any different?"

She was visibly upset and stressed, which added to my own stress from an exceedingly long business trip, and said in a rather upset tone, "Fine, I'm not going to argue with you. If I get fired, that's your fault, thank you. I have two kids to feed."

She did finally ring me up for my \$4 purchase, didn't give me a receipt, and as I left she very loudly stated "I'm not arguing with him." At that point, I got into my car and returned to my hotel.

I sincerely apologize that I didn't catch her name, but she did have her hair up with a hair tie making a palm tree-like shape.

I do not want this employee reprimanded in any way. I understand that she may have been having a bad day and may not understand company policy and the relevant law. I ask that your team use this as a coaching opportunity to ensure that people's health and faith needs are respected in your stores.

Thank you for your time,
Scott Sanstad

[REDACTED]