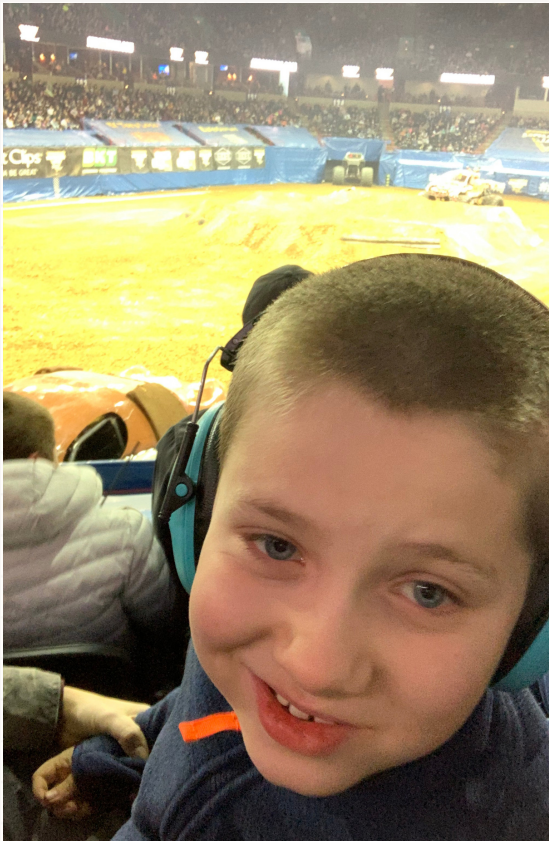
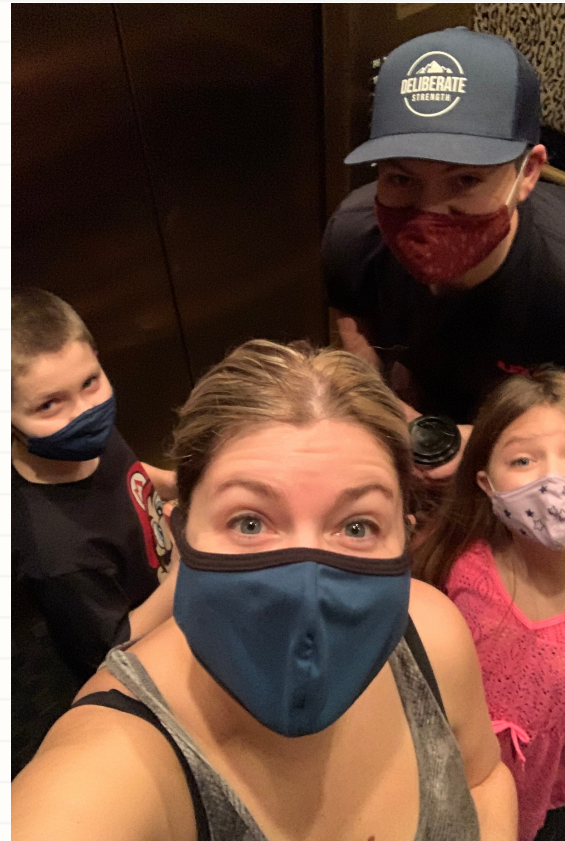

COVID- 19

A REFLECTION OF LIFE BEFORE & AFTER



BEFORE

This photo was taken in February 2019 at the Spokane Arena at the Monster Jam Truck show. One of my sons most favorite things to do.



AFTER

This photo was taken in January of 2021, at the Davenport hotel in Spokane, in an elevator. Large group gatherings were completely cancelled for much of the last 2 years, now they have new requirements and restrictions.



PERSONAL...

First I want to recognize that I have not personally been affected traumatically by the covid-19 pandemic. I have not lost anyone close to me, no one in my family has lost their job or business. I am grateful that I have had only minor effects.



HOWEVER...

I think it is of note to state that so many aspects of life have changed in immeasurable ways and the world will never operate in the same way it did before.



STARBUCKS.

I work at Starbucks and have for the last 11 years. During the covid-19 pandemic my store stayed open the whole time to serve customers. I found that the ways in which I used to connect with customers changed. I used to love laughing and joking with customers but now, physical barriers make it harder to connect with people.



LONG TERM

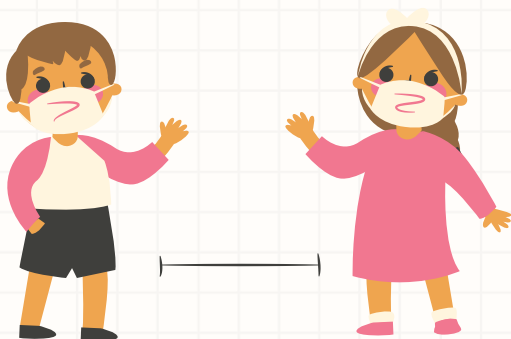
I have observed in my time in customer service that many people have withdrawn and do not allow themselves to interact with others in public in more than a transactional way. They want to say as few words as possible and masks and shields make this seem like a natural choice.

BEFORE & AFTER

Lots of food service places such as starbucks have undergone many changes to adapt to the post-pandemic world. Things such as masks, plexi-glass dividers, curbside delivery and other to-go options have been implemented, and are here to stay. One thing I realized because of these changes was that customer service was not where I wanted to spend the rest of my working career. I felt tired of the masks and the cranky customers and so I finally found the courage to go back to school to pursue my degree. I view this as a positive personal outcome of the pandemic. Though for business owners and those in customer service it makes the hiring and retention of employees more difficult. Many businesses are short staffed and scrambling to hire and train new employees.

UNCERTAINTY IS HERE TO STAY...

A different outcome of the pandemic is that we all have learned to live with a state of uncertainty. Before the pandemic, calling in sick at work was rare, and it was frowned upon, even when one was actually sick. Now, employers are faced with employees who have to quarantine for weeks at a time, or figure out how to work from home. Often kids have to miss weeks of school because of possible exposures. This type of uncertainty is common now. Cancelled plans are normal and if we find ourselves ill we follow many new testing and tracing procedures. These changes aren't necessarily bad, they're just so different from the way we used to live.



LONG TERM

I have observed in my time in customer service that many people have withdrawn and do not allow themselves to interact with others in public in more than a transactional way. They want to say as few words as possible and masks and shields make this seem like a natural choice.
