

**IOWA WORKFORCE DEVELOPMENT  
Unemployment Insurance Appeals Section  
1000 East Grand—Des Moines, Iowa 50319  
DECISION OF THE ADMINISTRATIVE LAW JUDGE  
68-0157 (7-97) – 3091078 - EI**

**RICHARD L FITZGERALD  
204 – 4<sup>TH</sup> ST #709  
DES MOINES IA 50315**

**THARALDSON LODGING 1-A INC  
C/o ADP UNEMPLOYMENT GROUP  
FRICK COMPANY  
PO BOX 66744  
SAINT LOUIS MO 63166**

**Appeal Number: 04A-UI-04438-S2T  
OC: 03/21/04 R: 02  
Claimant: Respondent (2)**

**This Decision Shall Become Final**, unless within fifteen (15) days from the date below, you or any interested party appeal to the Employment Appeal Board by submitting either a signed letter or a signed written Notice of Appeal, directly to the **Employment Appeal Board, 4<sup>th</sup> Floor—Lucas Building, Des Moines, Iowa 50319**.

The appeal period will be extended to the next business day if the last day to appeal falls on a weekend or a legal holiday.

STATE CLEARLY

1. The name, address and social security number of the claimant.
2. A reference to the decision from which the appeal is taken.
3. That an appeal from such decision is being made and such appeal is signed.
4. The grounds upon which such appeal is based.

YOU MAY REPRESENT yourself in this appeal or you may obtain a lawyer or other interested party to do so provided there is no expense to Workforce Development. If you wish to be represented by a lawyer, you may obtain the services of either a private attorney or one whose services are paid for with public funds. It is important that you file your claim as directed, while this appeal is pending, to protect your continuing right to benefits.

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(Administrative Law Judge)

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(Decision Dated & Mailed)

Section 96.5-2-a – Discharge for Misconduct

STATEMENT OF THE CASE:

Tharaldson Lodging 1-A (employer) appealed a representative's April 9, 2004 decision (reference 02) that concluded Richard Fitzgerald (claimant) was discharged and there was no evidence of willful or deliberate misconduct. After hearing notices were mailed to the parties' last-known addresses of record, a telephone hearing was held on May 12, 2004. The claimant did not provide a telephone number where he could be reached and, therefore, did not participate. The employer was represented by Gregory Anello, Hearings Representative, and participated by Carmen Haidshiak, General Manager; and Gina Johnson, Front Desk Supervisor.

#### FINDINGS OF FACT:

The administrative law judge, having heard the testimony and considered all of the evidence in the record, finds that: The claimant was hired on June 28, 2003, as a full-time front desk clerk. The employer had a policy not to accept a minor customer's resignation. Also, when a customer wished to pay with cash the customer had to make a deposit and provide a picture identification of which the employer made a copy. The claimant was informed of the policy.

On February 12, 2004, the employer issued the claimant a verbal warning for allowing a minor to register as a guest. The claimant received a verbal warning on February 26, 2004, for not obtaining a down payment or identification from a guest who was paying with cash. The employer issued the claimant a written warning on February 19, 2004, for making disparaging remarks about the employer in front of customers and co-workers. The claimant, of his own volition, wrote an apology letter to the employer and co-workers for his comments.

On February 28, 2004, the claimant allowed three minors to register as guests. Later those three guests had to be removed from the premise by law enforcement. In addition, on February 28, 2004, the claimant yelled at and hung up on his supervisor in front of a co-worker the claimant was training and a guest. The employer terminated the claimant on March 1, 2004.

#### REASONING AND CONCLUSIONS OF LAW:

The issue is whether the claimant was discharged for misconduct. For the following reasons the administrative law judge concludes he was.

Iowa Code Section 96.5-2-a provides:

An individual shall be disqualified for benefits:

2. Discharge for misconduct. If the department finds that the individual has been discharged for misconduct in connection with the individual's employment:

a. The individual shall be disqualified for benefits until the individual has worked in and has been paid wages for insured work equal to ten times the individual's weekly benefit amount, provided the individual is otherwise eligible.

871 IAC 24.32(1)a provides:

Discharge for misconduct.

(1) Definition.

a. "Misconduct" is defined as a deliberate act or omission by a worker which constitutes a material breach of the duties and obligations arising out of such worker's contract of employment. Misconduct as the term is used in the disqualification provision as being limited to conduct evincing such willful or wanton disregard of an employer's interest as is found in deliberate violation or disregard of standards of behavior which the employer has the right to expect of employees, or in carelessness or negligence of such degree of recurrence as to manifest equal culpability, wrongful intent or evil design, or to show an intentional and substantial disregard of the employer's interests or of the employee's duties and obligations to the employer. On the other hand mere inefficiency,

unsatisfactory conduct, failure in good performance as the result of inability or incapacity, inadvertencies or ordinary negligence in isolated instances, or good faith errors in judgment or discretion are not to be deemed misconduct within the meaning of the statute.

This definition has been accepted by the Iowa Supreme Court as accurately reflecting the intent of the legislature. Huntoon v. Iowa Department of Job Service, 275 N.W.2d 445, 448 (Iowa 1979).

The employer has the burden of proof in establishing disqualifying job misconduct. Cosper v. Iowa Department of Job Service, 321 N.W.2d 6 (Iowa 1982). Repeated failure to follow an employer's instructions in the performance of duties is misconduct. Gilliam v. Atlantic Bottling Company, 453 N.W.2d 230 (Iowa App. 1990). An employer has a right to expect employees to follow the employer's rules. The claimant disregarded the employer's right by failing to follow the employer's rules and disrespecting the employer in front of co-workers and guests. Employee insubordination is contrary to the standard of behavior the employer would have a right to expect. The claimant's disregard of the employer's interests is misconduct.

DECISION:

The representative's April 9, 2004 decision (reference 02) is reversed. The claimant is not eligible to receive unemployment insurance benefits because he was discharged from work for misconduct. Benefits are withheld until he has worked in and has been paid wages for insured work equal to ten times his weekly benefit amount provided he is otherwise eligible.

bas/kjf