

KAORU SUZUKI

**Gentle Care Yearly Review
(Secret Instructions)**

Your first feeling about the Yearly Review of Kazumi Montana is exasperation. You feel guilty that Kazumi obviously did not have a "six-monthly discussion" with you or Dr. Testtube. You are annoyed that probably no one will ever notice whether you yourself ever get a helpful performance evaluation despite the fact that you are now de facto in charge of many administrative operations. And you have very mixed feelings about Kazumi anyway.

You have been completely swallowed up in the difficult problems of coordinating the Lab Section. Part of the headache is that the new sources of business for Gentle Care are quite controversial. Drug testing is considered loathsome by some, desperately necessary by others. The mechanics of drug testing (taking urine samples, for example) produce ludicrous problems, incredibly unprofessional discussions by technicians on the job, and the worst chain of evidence and quality-control difficulties any supervisor ever faced. The virus testing, which is also a potentially huge source of business for Gentle Care, scares everyone who comes near it, except for the gung-ho scientist-types who are delighted. (These cheerful souls occasionally add to the tension of others by making mad-scientist jokes.) Virus testing is also controversial because many people rightly suspect that Gentle Care labs are being used by insurance companies to screen out bad risks. You know this is true and know that Gentle Care clients count on the Clinic to keep their names out of the papers. All this weighs on you, on top of all the logistics problems of upgrading lab facilities, new record systems, etc. You feel desperately in need of strong office support. In fact this is particularly true because you know that the wave of the future is genetic testing, which has its own wonderful aspects and politically terrible, controversial side. You really need to spend even more time out of the office than before, and you wish Kazumi did not need supervision to get the work done.

You quickly make some notes. When you came a year ago, you were upset about Kazumi's smoking in the office, (bad image in the Clinic). Your spouse is upset because Kazumi sometimes calls in the evening. Your spouse describes Kazumi as coming across like an Army general,.... ("This is Kazumi Montana. May I speak to Kaoru Suzuki please!").... Actually you feel uncomfortable about this. How is Kazumi on the phone with other people? Can you quote your spouse? Sometimes when you drop in at the office, Montana is not there. And, a very painful point, your work always seems to be done very slowly, compared to Testtube's. You often get the feeling Kazumi does not really want to work for you; that Kazumi is jealous of your position and angry that you have it. Kazumi, in fact, sometimes seems to help out other people who are not even in your Section, before getting your work done.

You return to your notes. Kazumi's technical skills are excellent. In fact, whenever Montana is actually working, Montana appears to you to be an extraordinarily fast and efficient secretary. Kazumi also appears to write well, and to be interested in the nuts and bolts of office management. The problem clearly isn't a matter of skill or experience. The more you think about it, the more exasperating it seems.

Kaoru: You may make up any details you need that are consistent with your instructions. You may pursue any realistic plan with Kazumi. But think carefully; do you know enough about Kazumi and Kazumi's work?