



April 24, 2018

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2753

Certified Mail Tracking Number:
7016 1370 0002 3014 3372

Dear Brian:

This letter is in further reference to the 2017 operational webinars that were conducted with Lead Sales and Service Associates (LSSAs) and retail supervisors. The Postal Service plans to solicit feedback through follow-up surveys with those individuals who attended the webinars.

The surveys are intended to gather feedback regarding the information and materials covered during the webinars. There will be one survey per webinar topic and are scheduled to be made available for completion as follows:

- May 1 – May 14 - Retail Technology Webinar Survey
- May 15 – May 28 - F4 Pre-Planning Compliance Worksheet Webinar Survey
- May 29 – June 11 - Lead SSA and Supervisor Roles and Responsibilities Webinar Survey

Completion will be voluntary and on-the-clock. Enclosed is a copy of the surveys.

If you have any questions, please contact Shannon Richardson at extension 5842.

Sincerely,

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosures

Headquarters Retail Operations is interested in receiving your feedback on the recently completed Customer Centric Environment, Operational Webinars. This brief survey will provide valuable feedback as we look to optimize our operational webinar materials. Please note that this survey is anonymous so your honest and candid feedback is appreciated.

Which of the following operational webinars did you attend, if any? Select all that apply.

- Retail Technology
- F4 Pre Planning Compliance Worksheet
- Lead SSA and Supervisor Roles & Responsibilities
- I did not attend any of these operational webinars

Please indicate how much you agree or disagree with each statement below about the operational webinar you attended. Please select one for each statement.
Programmer Note - Rotate statements.

- Retail Technology
- F4 Pre Planning Compliance Worksheet
- Lead SSA and Supervisor Roles & Responsibilities

Disagree Completely	Disagree Somewhat	Neither agree nor disagree	Agree somewhat	Agree completely	N/A
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- Amount of information you received was just right
- Length of operational webinar was just right
- Helpful in doing your job
- Contained new information
- Contained valuable information
- Easy to understand material presented
- Next steps were clearly communicated
- Expectations for this webinar were clearly communicated
- Timing to complete this webinar was realistic

For Retail Technology Operational Webinar:

Which of the following modules were included in the Retail Technology Operational Webinar? Please select all that apply. Programmer Note – Rotate except last choice.

- mPOS
- SSK
- Lobby Assistant
- POS Survey
- Ready Post Supplies
- I do not remember the modules in the Retail Technology Operational Webinar

Did the Retail Technology Operational Webinar include the following topic areas? Please select one for each row. Programmer Note - Rotate.

	Yes	No	Can't remember
Customer Service (e.g. be cheerful, confirm customer's needs have been met)			
Lobby Safety (e.g. wet floor areas are clearly marked, use safety glasses)			
Lobby Appearance (e.g. counter area is neat, light bulbs are all functioning)			
SSK Cleaning Videos (e.g. cleaning side printer, cleaning receipt printer)			

Which types of payments can be accepted on a mPOS device? Select all that apply. Programmer Note - Rotate.

- Cash
- Credit cards
- Non-PIN debit cards

Which of the following tasks can be done on a mPOS device? Select all that apply. Programmer Note - Rotate.

- Scan prepaid barcoded packages
- Sell certain forever stamp booklets
- Sell retail products (e.g. ReadyPost, greeting cards)
- Sell Priority Mail postage
- Process delivered mail pick ups
- Provide an email receipt or printed receipt to customers
- Verify the identity of an individual
- Rent a PO Box

True or False – can mPOS items be ordered on Ebuy? Select one.

- True
- False

Which of the following tasks can be done at a SSK? Select all that apply. Programmer Note - Rotate.

- Sell postage
- Ship domestic packages (certified, insured)
- Ship media mail
- Make rent payments for PO Boxes
- Purchase stamps
- Weigh packages
- Track packages

Please select True or False for each of the following statements regarding lobby assistants. Select one for each statement. Programmer Note - Rotate.

- The lobby assistant can take breaks or lunches at any time, including peak periods.
- The lobby assistant wears identifiable clothing (e.g. red vest/SSA uniform).
- The lobby assistant directs the customer where to go based on the transaction.
- The lobby assistant should ask HAZMAT questions for mailable items.

True or False - You should circle the POS survey information on the receipt and point it out to the customer. Select one.

For F4 Pre Planning Compliance Webinar:

Did the F4 Pre Planning Compliance Operational Webinar include the following topic areas? Please select one for each row. Programmer Note - Rotate.

	Yes	No	Can't remember
Proper display of the flag (e.g. removal of tattered flag)			
Sun exposure and safety (e.g. use sunscreen)			
Equal treatment of customers (e.g. acknowledging ALL customers)			
Proper display of signage			

What is the purpose of the F4 Pre Planning Compliance worksheet? Select all that apply. Programmer Note - Rotate.

- Communication tool
- Helps in daily planning
- Enables a balanced approach to front and back of store
- Build engagement with team
- All of the above

Please select True or False for each of the following statements regarding the F4 Pre Planning Compliance worksheet. Select one for each statement. Programmer Note - Rotate.

- The form is completed the same day it is used.
- The form is only shared with certain staff members.
- The form is retained for 6 months.
- Only certain sections of the form need to be filled out.

How bothersome is it to fill out the F4 Pre Planning Compliance worksheet form on a daily basis? Select one.

- Very bothersome
- Somewhat bothersome
- Not at all bothersome

For LSSA and EAS Roles Webinar:

Did the LSSA and EAS Roles Operational Webinar include the following topic areas?
Please select one for each row. Programmer Note - Rotate.

	Yes	No	Can't remember
Providing clear communications to the customer and making sure they are satisfied.			
Believing and relying on staff members.			
How your attitude affects your health.			
How to care for your uniform.			

For the following responsibilities, please select whose role it applies to. Select one for each row. - Programmer Note - Rotate.

	Customer Service Supervisor (CSS)	Lead Sales Service Associate (LSSA)	(Both CSS & LSSA)	Lobby Assistant Duties
Maximize lobby assistance				
Train and coach SSAs to better manage customer complaints				
Ensure SSAs are present at retail counter				
Customer interviews				
F4 Pre Planning Compliance worksheet				
Daily custodial oversight				
Ensure customers receive quick and courteous service				
Conduct Daily Retail Huddles and Stand Up Talks				
Conduct daily safety reviews				
Prepare customers for window transactions				
Maximize retail technology				
Provide customers with a seamless retail experience				

Please provide any feedback on how the level of information you received could be improved, if any, next to each operational webinar you attended. If you do not have any suggested improvements, please leave the box blank.

- Retail Technology
- F4 Pre Planning Compliance Worksheet
- Lead SSA and Supervisor Roles & Responsibilities

Please type the ZIP Code of the Post Office where you work.