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

Certified Mail Tracking Number:
7019 2280 0001 6260 4455

Dear Brian:

As a matter of general interest, the Postal Service proposes to establish a form titled *Observation of Retail and Customer Service Practices*.

The purpose of the proposed form is to provide management with a means of observing and managing employees assigned to Retail and Customer Service Operations. It is anticipated that the observations performed by management using the subject form will result in the identification of work practices that have a positive contribution to the operation or have resulted in, or could result in, operational deficiencies.

Enclosed are the following:

- A draft copy of the proposed *Observation of Retail and Customer Service Practices* form; and
- A narrative explanation of the purpose and impact of the proposed *Observation of Retail and Customer Service Practices* form.

Please contact Mike Faber at 215-432-0613 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Shannon R. Richardson".

Shannon R. Richardson
A/Manager
Contract Administration (APWU)

Enclosures



DRAFT

Observation of Retail and Customer Service Practices

The primary purpose of conducting employee observations is to improve efficiency by identifying and actions that could lead to time wasting practices. This form provides an opportunity for positive recognition and reinforcement of all aspects of Function 4 (F4) operations. Conduct positive discussions with employees, including the benefits gained from demonstrating efficient work methods. If an observation is determined to require work improvement, such action will be documented by management, discussed with employee and followed up as necessary.

A. Classification Based on Duration of Postal Employment

Table with 4 columns: One evaluation per quarter, 30 day, 60 day, 80 day evaluation, One evaluation per quarter, Two evaluations per year. Includes checkboxes for Non-Career, 0-3 months, 4-23 months, and 2 years plus.

B. Employee Information

Form fields for Name of Employee, Date of Observation, Post Office — Station/Branch, EIN, Time of Observation, Day of week, Job Title, From/To, and Finance Number.

C. Check Appropriate S = Satisfactory (performed correctly) U = Unsatisfactory (needs improvement) N/A = Not Observed
NOTE: You must observe the employee in five or more practices to satisfy the minimum requirements for performing an observation.

Main observation table with columns for GENERAL OBSERVATIONS, BUSINESS SERVICES, UNLOADING and LOADING, UNIT DISTRIBUTION, and DELIVERY ADMINISTRATION. Each row includes a description and checkboxes for S, U, and N/A.

D. Professional Work Practices Demonstrated. Recognition Recommended. (Leave blank if not applicable.)

During this observation, the employee performed safe and professional practices at all times. The employee will be given the following recognition:

Form fields for Personally commend employee and Other, each with a checkbox.

Form fields for Name/Title of Observer and Name/Title of Manager.

G. Comments to be Completed by Employee's Immediate Supervisor

Large empty box for supervisor comments.

Signature lines for Employee observed and Employee's Manager.

H. Form Distribution

Form fields for Employee Observed (original) and Employee's Immediate Supervisor, each with a checkbox.

Narrative Statement:

The purpose of the proposed form is to provide management with a means of observing and managing employees assigned to Retail and Customer Service Operations. It is anticipated that the observations performed by management using the subject form will result in the identification of work practices that have a positive contribution to the operation or have resulted in, or could result in, operational deficiencies. In addition, it is also anticipated that the subject form will result in opportunities for management, in a one-on-one format, to provide employees with positive recognition while also reinforcing the various aspects of F4 operations. If an observation using this form is determined to require official action, such action will be in accordance with the terms of the National Agreement.