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February 1, 2019

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

Certified Mail Tracking Number:
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Dear Brian:

As a matter of general interest, the Postal Service intends to develop refresher training for retail employees.

Retail Operations and Learning and Development plan to conduct a focus group with retail employees on day-to-day retail operations. The focus group participants will include craft and Executive and Administrative Schedule (EAS) employees in retail operations from the Capital and Northern Virginia Districts. Participation is voluntary and will be on-the-clock.

Topics covered during the focus group will include knowledge on products and services, fulfilling customer needs and expectations, and efforts to improve the overall customer experience by focusing on the employee's day-to-day activities.

The focus group will be conducted on February 7 at Postal Service Headquarters in Washington, DC.

Please contact Dion Mealy at extension 6861 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "R. Dean", with a long horizontal flourish extending to the right.

Rickey R. Dean
Manager
Contract Administration (APWU)