

LABOR RELATIONS



August 5, 2019

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

Certified Mail Tracking Number:
7016 3560 0000 7963 1769

Dear Brian:

This is in further reference to the Postal Service notice dated February 1 (enclosed) on refresher training for retail employees. Retail Operations and Learning and Development have decided to separate the training development into two parts, one for bargaining unit employees and the other for Executive and Administrative Schedule (EAS) employees.

As previously informed, a focus group was held with retail employees on day-to-day retail operations. The topics covered during the focus group included 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. Participants included both bargaining unit and EAS employees.

In a continuing effort to develop the training for EAS employees, training will be presented and feedback requested from EAS employees on August 8 at Postal Service Headquarters in Washington, DC. Participation is voluntary and will be on-the-clock.

Please contact Bruce Nicholson at extension 7773 if you have any questions concerning this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Rickey R. Dean", written over a horizontal line.

Rickey R. Dean
Manager
Contract Administration (APWU)

Enclosure

LABOR RELATIONS



February 1, 2019

Mr. Brian J. Wagner
President
National Association of Postal Supervisors
1727 King Street, Suite 400
Alexandria, VA 22314-2763

Certified Mail Tracking Number:
7016 3560 0000 7963 0489

Dear Brian:

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

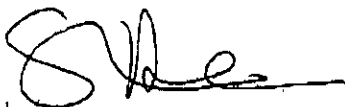
Retail Operations and Learning and Development plan to conduct a focus group with retail employees on day-to-day retail operations. The focus group participants will include craft and Executive and Administrative Schedule (EAS) employees in retail operations from the Capital and Northern Virginia Districts.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


RW Rickey R. Dean
Manager
Contract Administration (APWU)