



MANAGERS, LABOR RELATIONS (AREA)

SUBJECT: Mystery Shopper Evaluations

The Mystery Shopper Program was implemented to improve the level of customer service and generate revenue by ensuring customers are aware of the numerous postal services available. The Program consists of lobby evaluations and retail employee observations. As stated in previous correspondence from the Chief Operations Officer, dated April 30, 2003, the Mystery Shopper evaluations are not to be used as a source for disciplinary action.

Several initiatives have arisen throughout the Postal Service that emulate the "Mystery Shopper" program. Once again, discipline should not be the focus of these programs and they should not be used as a method of intimidation. The focus of these local initiatives should concentrate on encouraging positive behaviors. Reviewing scores with employees and explaining why the questions are asked helps employees understand the purpose of the program and their role in improving retail operations. Coaching employees based on observations provides employees a chance to gain additional knowledge that can be applied in the future when performing their duties.

A standardized sales skills process was implemented in FY 2000. This process includes supervisory follow-up through ongoing lobby and employee observations, utilizing the PS Form 4000-A for retail lobby observations and the PS Form 4000-B for retail employee observations (both forms can be found in the Postal website blue page under forms). Supervisors should be making independent personal observations of retail associate interaction with customers to ensure they are performing all aspects of their duties. If deficiencies exist, coaching and discussions relating to the employee's responsibilities are needed. If these coaching sessions and discussions fail to provide the desired behavior change, then discipline may be appropriate. As with all employee performance observations, however, supervisors should ensure positive performance as well as less than satisfactory performance is recognized. Recognizing good performance can motivate employees and encourage others who are not performing as well.

Please share this information with Labor Relations personnel and Retail Operations personnel. Feel free to contact Cindy M Wheeler at (202) 268-4356 if you have any questions or need additional information.

A handwritten signature in black ink, appearing to read "Doug A. Tulino".

Doug A. Tulino
Manager
Labor Relations Policies and Programs