

William P. Galligan
Acting Vice President, Delivery and Retail



March 8, 2004

VICE PRESIDENTS, AREA OPERATIONS
MANAGER, CAPITAL METRO OPERATIONS

SUBJECT: Mystery Shopper Discipline

This letter is to once again reinforce the intent of the Mystery Shopper Program.

The program's primary purpose is to provide a tool that helps identify the level of service that our customers receive at a particular unit and at a specific time. Shop results should be used to correct conditions that are detrimental to customer satisfaction and coach Sales and Service associates on revenue growth opportunities.

We continue to hear examples of Mystery Shopper scores being used inappropriately as the basis for discipline and letters of intent and warning. Mystery Shopper is intended to help drive the correct behavior and make employees understand why retail performance is so important to the Postal Service. That message will be totally lost if discipline is the response to unacceptable scores.

We have to look beyond the scope of our employees and put ourselves in the position of the customer. A Mystery Shopper is simply a customer. How can we give them an "outstanding" customer experience? We can do so by giving customers a pleasant greeting, asking all the Mystery Shopper questions, and suggesting some of the great products and services like Click-N-Ship and Carrier Pick-Up we now offer. This is what we want the customer experience to be at the United States Postal Service.

Negative behavior is to be addressed through the utilization of the PS Form 4000-A for retail lobby operations and the PS Form 4000-B for retail employee observations. If these coaching sessions and discussions fail to provide the desired behavior change, then discipline may be appropriate using this venue, not the Mystery Shopper Program.

Please share this information with your field Operations and Labor Relations personnel.

Thank you for your continued support.


William P. Galligan