

RETAIL OPERATIONS
HEADQUARTERS



April 17, 2003

Managers of Human Resources
Managers of Training

Subject: The Importance of Teaching of the Sales and Services Associate Course
and Other Retail Courses Using Nationally Provided Materials

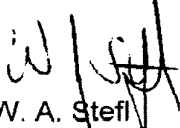
It has come to the attention of Retail Operations, that Sales and Services Associates Training, Course 23501-02, is not being facilitated as prescribed. This may limit student understanding, and jeopardize the validity of the qualifying exam. It is expected that all course material supplied by Retail Operations be adhered to in its entirety, and that all modules be given in the format and sequence outlined in the course.

Additionally, Module 25, Union Module is to be presented by a union representative. The union representative can be any union official or union member designated by the APWU. There are no exceptions to this policy.

Please communicate these requirements to all training staff members and facilitators to ensure that courses instructed by them are being facilitated to participants as outlined in the course material, and as agreed upon with the APWU.

Your cooperation is appreciated,

Fred Hintenach
Manager
Customer Service Operations


W. A. Steff
Manager
Employee Development

Cc: Area Managers Marketing
Area Managers Retail