

should be granted. Handbook EL-602, *Food Service Operations*, provides guidance for Postal Service compliance with the Randolph-Sheppard Act.

## 125.4 Lobby Director Program

### 125.41 Description

The *lobby director* is a friendly, knowledgeable clerk in the lobby who greets customers, determines what they need, and assists them in selecting services and preparing paperwork before they reach the service counter. Lobby directors perform the same duties as the clerks behind the counter, except that they do not handle money.

### 125.42 Purpose and Scope

The program's objective is to reduce the average customer waiting time by assisting many customers *before* they reach the retail service counter. In addition, it aims to reduce customers' perceived waiting time by demonstrating that the Postal Service intends to provide prompt, efficient, and courteous service. The lobby director should be used during peak traffic periods during the day.

The lobby director program is appropriate for high-traffic offices that:

- a. Might otherwise have long lines at several periods of the day, month, or year.
- b. Receive customer complaints about long lines, waiting time, or employee discourtesy.
- c. Have two full-time and at least one part-time retail service counters in operation.

**Note:** To implement the lobby director program, there must be enough lobby space for an extra person to work the line.

### 125.43 Implementation

#### 125.431 Notify Employees

Managers should provide all clerks with a program overview that describes the program and its objectives as well as benefits for customers, retail clerks, and employees acting as the lobby director.

#### 125.432 Encourage Volunteers

All employees with retail responsibilities in a unit may volunteer for the lobby director program. Each volunteer will be given the opportunity to serve as a lobby director.

#### 125.433 Provide Training

Each lobby director receives 8 hours of training that focuses on communications and human relations skills, salesmanship, and knowledge of Postal Service products and services.

#### 125.434 Uniforms

Lobby directors must wear a standard retail clerk uniform blouse, slacks, skirt, or jumper, and black or navy blue shoes.

**125.435 Obtain Supplies and Equipment**

Lobby directors may work from a mobile cart or a table. The following supplies should be available:

- a. Letter scale.
- b. Mailing forms and labels.
- c. Tape.
- d. Packaging products for sale to customers.
- e. Bad check list.
- f. Zone chart.
- g. Rate charts (giveaways).
- h. Publication 201, *Consumer's Guide to Postal Services and Products*.
- i. Other brochures (giveaways).

**125.5 Articles Found in Lobbies or Public Areas**

When articles found in lobbies or in public areas around a post office are turned in to employees, the employees follow these procedures:

- a. Ask the finder to write down on a Postal Service routing slip (Item 0-13) name, address, telephone number, and a description of the article. Unless the article is Postal Service or government property or a money order, it can be returned to the finder if the loser does not claim it within 30 days.
- b. If the finder does not leave a name, want the article, or claim the article within 30 days after being notified that it is available, dispose of it in the same manner as unidentified material found loose in the mail. Do not return government property or money orders to the finder. Dispose of government property as prescribed by 691.54. Money orders should be mailed to the St. Louis Accounting Service Center.
- c. Note on the routing slip the date and disposition of the article. Also note the name of the employee handling the disposition. File the routing slip for 3 months, then destroy it. The postmaster should make sure that the article is not lost or damaged.

**126 Retail Services Management****126.1 Purpose and Scope**

In addition to operations involving direct contact with customers, retail clerks must report cash, sales of items, and stock on hand. They must also maintain records, complete data collection forms, and perform other related tasks as required. This section explains administrative responsibilities and applicable regulations.