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USPS-C-1100

UNITED STATES POSTAL SERVICE
Labor Relations Department
475 L'Enfant Plaza, SW
Washington, DC 20260-4100

March 14, 1989

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OFFICE OF THE
PRESIDENT

Mr. Moe Biller
President
American Postal Workers
Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4107

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Dear Moe:

This letter is to inform you of the U.S. Postal Service's decision to nationally implement the Lobby Director Program. This Program was tested in Los Angeles, CA during the past year and in 11 other sites (Chicago, IL; Baltimore, MD; Boston, MA; Houston, TX; Inglewood, CA; Tucson, AZ; Kansas City, MO; Washington, DC; Manchester, NH; Oklahoma City, OK; and Portland, OR, for the past 2 months.

As you will recall from previous correspondence, the Program is designed to improve the service to customers entering a post office. By having a clerk designated as a lobby director, go out to the lobby and assist people waiting in line, the customer is served in a more timely manner.

The lobby director performs the same duties as the clerks behind the counter with the exception of handling money. They answer questions, approve checks, help weigh parcels, make sure customers have the necessary forms and that they are properly completed.

We are in the process of formalizing a training package to be utilized by the divisions in nationally implementing this Program. We anticipate that full implementation will begin the last week of April.

If you have any questions, contact Peter A. Sgro of my staff at 268-3824.

Sincerely,

Joseph J. Mahon, Jr.
Assistant Postmaster General