

- (1) Be no larger than 9 by 12 inches.
 - (2) Contain no photograph, picture, or likeness of the member of Congress.
 - (3) Contain no signature and/or printed name of the member of Congress larger than 1/2-inch (48-point) type.
 - (4) Contain the closing date for submission of applications.
- d. If space is available, one recruiting notice (no larger than 8-1/2 by 11 inches) of each branch of the armed services may be placed on bulletin boards.

125.362 **Voting Information**

The following guidelines apply to voting information:

- a. Any notices posted regarding voting may not contain any partisan political messages or symbols designed to influence the outcome of an election, including, but not limited to, photographs or other likenesses of incumbents or candidates for any public office. The notices must be no larger than 8-1/2 by 11 inches. Names and addresses of federal legislators may not appear in larger than 1/4-inch (18-point) type.
- b. Such notices must be displayed in lobbies that have public bulletin boards. Each notice must remain posted only as long as it contains current information applying to customers served by the displaying postal facility and must be removed not more than 2 years from the date of receipt for posting. At locations where there is no public bulletin board or there is not enough space on the board for individual display, the notices should be assembled for public inspection in a binder or on a clipboard. Nothing in this section precludes postmasters from displaying additional material on public bulletin boards as space permits, as provided in [125.361](#).

125.37 **Blind Vendor Facilities**

The Randolph-Sheppard Act (20 U.S.C. 107-107f) requires that preference be given to certified blind persons for installing and operating vending facilities on postal property. A state licensing agency designated by the Department of Health and Human Services must apply on behalf of a blind vendor to the officer in charge of the postal facility where the space is desired. The Postal Service determines if a permit for the vending facility 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).