

LABOR RELATIONS



July 11, 1997

LABOR RELATIONS SPECIALISTS, ALL AREAS

SUBJECT: Mystery Shopper

Attached is a memorandum from Patricia Gibert, Vice President Retail, addressed to Vice Presidents, Area Operations relative to the Mystery Shopper Program.

The intent of the letter is self-explanatory, however, emphasis is added relative to recent indications that the Mystery Shopper Program is allegedly being used as a tool for employee discipline.

The APWU was advised at the National level that the Mystery Shopper Program would be used as a feedback tool to monitor customer satisfaction. Negative information gathered from the Mystery Shopper survey should not be used as the basis for taking disciplinary action against an employee.

Share this information with appropriate managers as you deem necessary.

If you require additional information on this issue, you may contact Barbara L. Phipps of my staff at (202) 268-3334.

A handwritten signature in black ink, appearing to read "P. Sgro".

Peter A. Sgro
Acting Manager
Contract Administration APWU/NPMHU

Attachment