



San Antonio Alamo Area Local

American Postal Workers Union, AFL-CIO

13102 Lookout Run · San Antonio, Texas 78233 · Phone (210) 271-0853 · Fax (210) 224-6221

We Try To Be Letter Perfect For You

July 8, 2010

Manuel Arguello
District Manager, Customer Service & Sales
Rio Grande District
1 Post Office Dr.
San Antonio, Texas 78284-9997

Dear Mr. Arguello:

Ref: Rio Grande District Mystery Shops

It has come to my attention that the Rio Grande District will be conducting In-House Mystery Shops in the San Antonio Post Office Installation. I have questions and concerns about these so called In-House Mystery Shops.

1. Will In-House Mystery Shops be conducted by Postal Service EAS Personnel or Bargaining Unit employees?
2. Will Postal Service Personnel conducting the In-House Mystery Shops be officially on duty?
3. Will Postal Service Personnel conducting In-House Mystery Shops be wearing and visibly displaying their photo identification badge in front of their body?
4. Will the In-house Mystery Shop Evaluations be used to discipline employees?
5. What form or format will be used to conduct the In-House Mystery Shop Evaluation?
6. The union is requesting a blank copy of the evaluation form.

The union is requesting a prompt response on this matter and your cooperation will be greatly appreciated. Should you have any questions please call me at 210-271-0853.

Sincerely,

Alex Aleman
President
San Antonio Alamo Area Local
American Postal Workers Union, AFL-CIO

CC: James "Jim" McCarthy, APWU Clerk Craft Director
William Sullivan, APWU Southern Region Coordinator
Stan Sowell, A/PM-SATX

Attachment: SSA Briefing Letter

SSA BRIEFING

I HAVE BEEN INSTRUCTED TO FOLLOW ALL PROMPTS ON THE POS MACHINE WHEN CONDUCTING TRANSACTIONS AT THE WINDOW.

I HAVE ALSO BEEN INSTRUCTED TO CONDUCT THE PERFECT TRANSACTION FOR ALL CUSTOMERS WHEN CONDUCTING TRANSACTIONS WHILE WORKING THE WINDOW.

I HAVE ALSO BEEN INFORMED THAT STARTING JUN 21, 2010 THAT THE DISTRICT WILL BE CONDUCTING IN HOUSE MYSTERY SHOPS AND THAT I CAN BE HELD ACCOUNTABLE FOR NOT FOLLOWING THE PERFECT TRANSACTION SCRIPT FOR ALL TRANSACTIONS WHEN WORKING THE WINDOW.

PLEASE SIGN BELOW ACKNOWLEDGING THESE INSTRUCTIONS:

