

## Witness Statement – Retail Lobby work by Management/Supervisors

\_\_\_\_\_  
Name Station Date

\_\_\_\_\_  
Name Station Date

On the days listed below management/supervisory officials worked in the Retail Lobby performing the noted function for the noted times:

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

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Date Time From Time Until Name of Supervisor/non clerk

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Date Time From Time Until Name of Supervisor/non clerk

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

\_\_\_\_\_  
Date Time From Time Until Name of Supervisor/non clerk

The noted above employees were seen performing the following tasks:

- ( ) Greeting each customer as soon as they saw them. Ask, "How can we help you?" and identify the customer need.
- ( ) Recommend the services that best meet the customer's needs.
- ( ) If necessary, explain the features and benefits of our services to assist customers in selecting a product or services.
- ( ) Ensure that the customers have necessary forms and that they are properly completed.
- ( ) Check to see if parcels are wrapped properly and help customers wrap packages to meet mailing requirements.
- ( ) Provide packaging products, i.e. padded bags, boxes, ect., allowing customers to prepare their mailing before they reach the window.
- ( ) Direct customers to vending machines and to any special service window, such as stamps only, express mail or Pick-up.
- ( ) Answer questions.
- ( ) Approve checks.
- ( ) Help weigh parcels.
- ( ) Deliver vacation hold and accountable mail to customers.
- ( ) Handle inquiries and complaints.
- ( ) Accepts changes of address, P O Box application and requests for vacation holds.
- ( ) Provide any necessary assistance to customers in the lobby.
- ( ) Other activities.