

October 2009 An open letter to USPS/Union leadership.

I am writing this to let everyone know of the continuous disrespect postmasters receive from the district manager, managers and those underneath them in the CT District.

I am tired of being threatened and treated as if I do not know my responsibilities or doing my job. If Haney, Phelan and Peters want to discipline and remove everyone, go ahead. The threats are ridiculous, the scare tactics are stale, and their attempts to embarrass and intimidate postmasters publicly is simply bad leadership and wrong.

Basically, it is the treatment we have been receiving for mystery shops that has finally pushed me to write. I hoped Peters would be different and bring some common sense to CT, but she is following in the path of others before her by continuing the threats towards postmasters, supervisors and our clerks.

The district identifies clerks in mystery shops and demands that discipline be taken against them, or we are threatened that we will be disciplined. During meetings, postmasters are made examples of in order to keep others in line.

When there is proof that mystery shoppers are not telling the truth, it is ignored. A postmaster recently said that his clerk wrote down the exact time the shopper came in and when the shopper left she notified him. Coincidentally, someone from the district was doing 4000Bs on her at the same time and scored her 100%. Yet the mystery shop report said she failed. The postmaster has been told that the clerk was wrong -- which leads us to believe either HQ is lying, district is lying, or the shopper sent someone else in their place.

We, in the field, believe shoppers report falsely in order to retain employment; and no matter what you change the name to, mystery shop has absolutely no credibility with any of us.

I have little hope the disrespect and threats to postmasters will be addressed until someone snaps -- and they will -- there are plenty on the verge now.

Since the district continually refers to McDonalds as a model for the right way to sell, the following uses USPS mystery shop and applies it to a transaction at McPlace. It is my attempt to show how absurd the correlation is, and to get your attention to look into my concerns.

We are not animals nor misbehaving children. We are dedicated employees who have given our hearts and souls to this company, our employees and our customers. You need to send people here to talk to postmasters to see what is going on before it is too late. (Don't go by the VOE surveys. We know they can be traced.)

Feel free to copy attached and do whatever you want with it. For obvious reasons, I must be anonymous.

THE USPS MYSTERY SHOP AT A FAST FOOD RESTAURANT

MCPLACE: *Can I help the next customer in line? Good afternoon.*

CUSTOMER: I'd like a cheeseburger smile meal please, with a milk.

MCPLACE: *Is your cholesterol, weight and fat to muscle content all within what would be considered a healthy range?*

CUSTOMER: Yes, I'm fine.

MCPLACE: *Would you like a Big Mic which comes with two beef patties and amazing sauce?*

CUSTOMER: No thank you, I would just like a cheeseburger smile meal please.

MCPLACE: *We also have a chicken sandwich that comes either breaded or grilled.*

CUSTOMER: No, I want a cheeseburger smile meal.

MCPLACE: *Would you like to super-size your fries which are cooked in 100% fat free canola oil for 80 cents?*

CUSTOMER: No.

MCPLACE: *How about a soft drink made from all natural carbonation? You can get a medium for 75 cents more.*

CUSTOMER: All I want is a cheeseburger smile meal and a milk!

MCPLACE: *Would you like an apple pie that comes heated in our solar powered oven, or an ice cream made of skim milk from Vermont cows for your dessert?*

CUSTOMER: Why can't I just get what I asked for?

MCPLACE: *I am sorry sir, we are required to ask you these questions each time you visit us. Would you like information on our charitable Home Away from Home for families of hospitalized children?*

CUSTOMER: This is ridiculous, all I want is a cheeseburger smile meal!

MCPLACE: *What kind of drink did you want with your cheeseburger smile meal?*

CUSTOMER: Milk.

MCPLACE: *Which toy would you like with your smile meal? Amazing Hero's or Dollie?*

CUSTOMER: At this point I don't care, just get the food so I can leave.

MCPLACE: *Your total comes to \$2.96. Do you need a receipt? Thank you and have a nice day.*