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Michael J. Birkett Monthly Newsletter

NALC Region 5

**Customer Service** – “We see our customers as invited guests to a party, and we are the hosts,” Amazon Jeff Bezos has said. “It’s our job every day to make every important aspect of the customer experience a little bit better.” Amazon is known for their customer-centric approach to doing business. In fact, even board level executives are asked to attend call-center training to ensure that everyone in their company, from entry level through Bezos himself, is committed to listening, understanding and acting on the needs of their customers. USPS leadership on the other hand wants to make it more difficult to use our services in many ways. Let’s move mailboxes from homes and in front of homes, to some monolith of a cluster box somewhere in the neighborhood. Instead of delivering to businesses, let’s have them put a box outside. While Amazon strives to not only have delivery 7 days per week, they want to make delivery within hours of receiving an order. USPS...closes plants, cuts clerk positions, and then changes mail standards, which they still can’t make. Why? Because the service is more concerned about their numbers, hours and costs than customer service. Of course, there are exceptions. The service certainly hasn’t shown concern over grievance costs and settlements, where managers violate the same rules every day and monetary awards are paid...apparently, those don’t count. Letter carriers have long been customer-centric. Many times, in my postal career I’ve wondered how the service has managed to stay in business with some of the idiots I’ve met leading it (generalization again). It always comes back to the carrier, despite stupid work rules, the plethora of policies and the daily harassment by supervisors, they still get the job done for their customers. We’ve seen many changes in the Service over the past few years, it’s time for the Service (management) to become customer-centric.

**Social Media** – Just another reminder. What you say on social media can come back to haunt you. Please do not make threats, even in jest. You can claim you have 1st amendment rights, but what you don’t have is the right to be employed by the Postal Service and threaten supervisors or other employees. Letter Carriers should also be careful about engaging in any political activity via Facebook or Twitter while on duty or in the workplace. Numerous times over the past year, discipline has been issued to carriers who called in sick and then posted their selfie at a local event. Stop it! Driving down the road in your LLV...you don’t need to post it for the world to see. See more on this issue at: <https://osc.gov/Pages/Hatch-Act-Social-Media-and-Email-Guidance.aspx>.

**Dual Casing Equipment** – Another hair brained idea coming to an office near you. Yes, they’re at it again. This time the rocket scientists decided that they can save space by having multiple carriers use the same casing equipment. They’ve been testing this idiotic idea at several stations here in the St. Louis metro area, but now have notified the NALC they plan on expanding their test.

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