



“NEXT IN LINE!”.....

**“HELP ME SAVE MY
JOB”**

Despite the claims of some managers that volume is down there were 877.4 million retail office visits, \$13.5 billion in retail revenue, 90.3 million money orders sold and \$149.7 million in passport revenue.

WINDOW CLERKS- DO YOUR DUTY!

Management conducts Function 4 Reviews to cut jobs and involuntarily reassign you from your job! These F4 Review (Customer Service Variance) use “Earned Hours” and “WOS” which is based on your transactions on the window and the lobby.

HELP SAVE YOUR JOB- INPUT EACH AND EVERY TRANSACTION, EACH AND EVERY TIME. NO EXCEPTION! Every minute, every transaction counts towards earning hours that help protect your job.

WTIL - DON'T TAKE SHORT CUTS TO GET THAT LINE DOWN. INSTEAD WHEN YOU CIRCLE THAT SURVEY NUMBER ASK THEM TO VOICE THEIR CONCERN ABOUT THE WAIT TIME AND TO ASK FOR BETTER STAFFING. You have the right to ask!

