

1 'Post Office video presentation - Subpostmaster Interviews'

2 20 April 2023

3 An open letter.

4 From the Postmasters.

5 I think you have to be a people's person to be a
6 good Postmaster. I would get on with anyone.

7 Being a Postmaster, I love to see the lonely old
8 people and ladies. Patience is very important,
9 especially being at the post office counter.

10 Knaphill is my village. Knaphill is my area.
11 I will go out of my way because I love my people and
12 I don't want to let anybody down.

13 Being a Postmaster, you get to see all sorts of
14 customers. You get to see all age groups as well.
15 There was a customer come to us one day and he say he
16 hasn't got money. We end up giving him bread and coffee
17 and stuff. We try and help where we can.

18 There is one lady who is -- who can't hear and who
19 can't see and she comes in hoping that we will help her,
20 and the ladies in here have always helped her. So when
21 she comes in, we just have to pay a little bit more
22 attention to her.

23 There's a memorable story from quite a way ago
24 now. Unfortunately, that gentleman has passed away.
25 His son came to my branch and he said, "I just want to

1 thank you because I didn't know you but thank you for
2 everything you and your staff did for him".

3 I think we are the only person they come in
4 contact with in the whole of their day and if we can
5 just be a little bit more nice to him or her, like say,
6 "How are you? What did you do today? What you going to
7 do next?" they feel happy.

8 In order to make this great British brand stand
9 for another 130 years, radical changes need to be made.
10 There's information that I personally have fed back
11 probably over ten years ago. They're still waiting to
12 be done -- not been acted upon.

13 Post Office needs to be modernised. So many
14 things we do is very, very old fashioned.

15 We should be the ones bringing the new products,
16 new services and showing that the Post Office is the
17 place that you want to come to first.

18 The Post Office has got to realise that we are
19 human beings and we need to make a fair share of living
20 from it.

21 I think you will only get the real thing if you
22 are at the front line. So unless you're really here,
23 you will never know.

24 We are dedicated in our job. If we weren't
25 dedicated, we wouldn't be doing it.

1 If the Post Office want us to succeed and be the
2 great British brand we are, they really need to have a
3 50/50 relationship with Postmasters. I believe there's
4 still a future. Only if something is done soon.

5 Those that work in our Post Office branches are
6 the lifeblood of our business.

7 They are our connection to our customers and
8 communities.

9 But we need to let them know that we support them
10 and we are listening.

11 It starts here. It starts with you.