

Retail Employee Observation

Employee Name	Office Name
Observer Name	ZIP Code
	Date
Time - approx	

On _____ you were observed by _____

The customer you waited on brought in:

A.	B.	C.	D.	E.	Check marks show the actions were observed. Note: items 2- 5	
Yes No	Yes No	Yes No	Yes No	Yes No	1. Greet customer pleasantly?	
					2. Ask "Does the item/ article contain anything liquid, fragile, perishable, or potentially hazardous?"	
Exclusive Y or N Insurance Y or N Tracking Y or N	Exclusive Y or N Insurance Y or N Tracking Y or N	Exclusive Y or N Insurance Y or N Tracking Y or N	Exclusive Y or N Insurance Y or N Tracking Y or N	Exclusive Y or N Insurance Y or N Tracking Y or N	Only for letters or packages presented at the time of mailing.	
Yes No	Yes No	Yes No	Yes No	Yes No		3. Did the employee offer Express Mail (exclusively) and mention "Insurance" and "Tracking"?
						4. If Express Mail was refused, did the employee offer Priority Mail?
Yes No	Yes No	Yes No	Yes No	Yes No		5. Did the employee explain the benefits or features of Priority mail?
DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N		6. Did the employee ask if the customer wanted special service(s); Delivery Confirmation and Insurance?
DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	DC Y or N Insurance Y or N	7. Did the employee explain the features of <u>all</u> the special services that were offered?	
DIM Y or N Balloon Y or N	DIM Y or N Balloon Y or N	DIM Y or N Balloon Y or N	DIM Y or N Balloon Y or N	DIM Y or N Balloon Y or N	8. Did the employee check the item for DIM weight or Balloon Rate?	
Pack Prod PO Box Passport Money Order	Pack Prod PO Box Passport Money Order	Pack Prod PO Box Passport Money Order	Pack Prod PO Box Passport Money Order	Pack Prod PO Box Passport Money Order	9. Did the employee suggest an additional item; Packaging/Shipping Products, PO Box Rental, Passports, or Money Order?	
Yes No	Yes No	Yes No	Yes No	Yes No	9B. Did the employee include features & benefits for <u>all</u> additional items suggested?	
Yes No	Yes No	Yes No	Yes No	Yes No	10. Did the employee provide a receipt or offer a receipt without the customer having to ask for one?	
					11. Thank the customer appreciatively?	
					How was item ultimately sent?	

Observer's Comments:

Full Uniform? Yes No

Observer's Signature	Observer's Title Retail Specialist
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Supervisor's Action Taken:

Supervisor's Signature	Date	Employee's Signature	Date
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