

(PQ1, FY 2003)

Mystery shopper guidelines for answering each question

Note: These evaluator guidelines are provided on the Mystery Shopper web site to assist the Postal Service in communications and training.

**Arrival Time = The time you begin waiting in line in the inner lobby. Go to the counter first upon your arrival.**

**1. How long was your wait in line (minutes: seconds)?**

Start your timing the moment you enter the line and end when you are called to the counter.

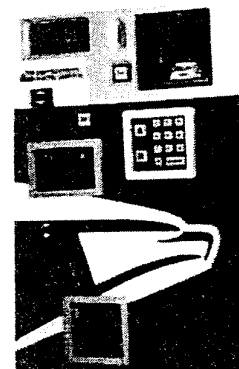
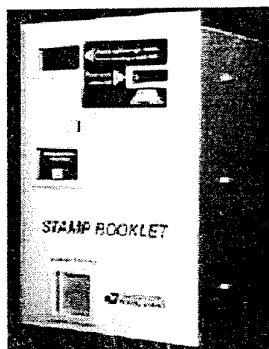
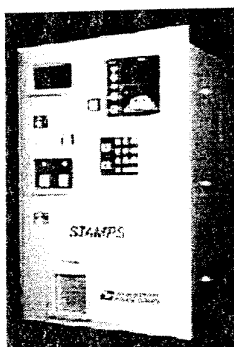
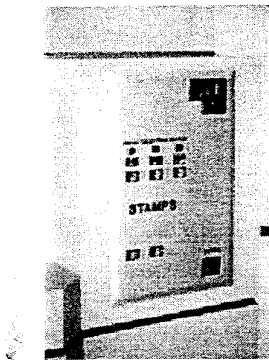
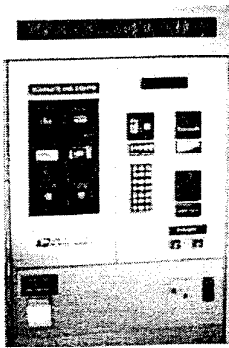
**2. Was your wait in line 5 minutes or less?**

A 29 second grace is provided. Answer "No" if your wait time, as defined above, exceeded 5 minutes and 29 seconds.

**3. Did the postage vending machines appear to be in proper working order?**

If the machine is out of order, answer "no." The vending machine is not working when it has a sign or display stating "out of order," "temporarily out of service," or similar wording. The machine is not working if no lights are on showing lighted numbers or words. See the pictures for examples of the different types of postage vending machines at post offices.

NOTE: If there was no self-service postage vending machine at the post office, mark N/A. When there is more than one vending machine, and one or more appears not to be working then NO should be marked.



**4. Were all vending machines fully stocked?**

Every available slot on the front of the vending machine must have a product for sale. If there are one or more "Thank You for Your Business" signs (or other notices) posted, the response should be NO. This is a NO response because the slot is really empty. If there is any indication that a slot is "Sold Out," the response should be NO. More than one of the same items may be available in multiple slots. Unused and empty slots are not allowed. Unused slots should not have a notice posted; instead it should be stocked with merchandise for sale. When there is more than one vending machine, and one or more appears not to be stocked, then NO should be marked.

**5. Did the employee inquire when you wanted the item to arrive?**

The employee must ask when you want the item to arrive. Any variations inquiring about arrival time is acceptable. The employee can give this information in any format. If there is no interaction by the employee when you arrive, do not prompt them by saying, "I need it to arrive there in a couple days (or 2 to 3 days.)" You may say something like, "I need to send this," or "I'd like to mail this." Be yourself in conducting your mailing.

**6. Specify the class(es) of mail offered.**

- Express (guaranteed 1-2 day delivery)
- Priority (2-3 day delivery)
- First Class (1-4 day delivery)
- Parcel Post (previously called Standard B)
- Media Mail (previously called Standard B)
- Standard Mail (previously called Standard A)
- Bound Printed Matter
- Library Mail

Check all classes of mail offered by the employee. If the employee did not verbally offer a particular class of mail, indicate how the package was ultimately sent.

If offered Priority Mail, you must accept it.

If offered Express Mail you must NOT accept it. Failure to do so will result in the rejection of your report.

**7. Did the employee explain any features of the recommended class of mail and/or special services?**

The employee should tell you at least one thing (a feature or benefit) about the class of mail offered. This includes, but is not limited to, the delivery time and other options. Any explanations are acceptable in any format for a "Yes" response. Examples include letting you know that Priority Mail is a 2-3 day service, free envelopes are available, or there is free Saturday delivery. Explaining benefits includes explaining what any of the special services are, such as delivery confirmation for example.

**8. Did the employee offer any special services?**

- Yes
- No

The employee should offer additional services such as signature confirmation, delivery confirmation, certified mail, return receipt, insurance, and/or registered mail. If offered, you MUST accept Insurance. If it is offered and you do not accept it, we cannot use the report and you will not be paid for the assignment. If Insurance is not offered, but other services are, you must accept one and only one of the other special services. If features of any of the services are explained, be sure to answer question 7 as Yes as well.

<b>9. Specify services offered</b>	<b>Cost</b>
<input type="checkbox"/> Certificate of Mailing	\$0.90
<input type="checkbox"/> Certified	\$2.30
<input type="checkbox"/> Delivery Confirmation	\$0.55
<input type="checkbox"/> Insurance	\$1.30
<input type="checkbox"/> Registered	\$7.50
<input type="checkbox"/> Return Receipt	\$1.75
<input type="checkbox"/> Restricted Delivery	\$3.50
<input type="checkbox"/> Signature Confirmation*	\$1.80
<input type="checkbox"/> None	

Check all items offered by the employee. Check "None" if no specific services were offered. Check "None" if the employee only says, "Any special services?" or if the employee just points to the computer screen and says, "Do you want any of these?"

\*To answer Question 9, only mark the "Signature Confirmation" response if the exact words "Signature Confirmation" were used by the postal employee (i.e. the employee asking, "Do you need this signed for?" or, "Do you need to have a signature?" does not by itself reflect offering the "Signature Confirmation" service.

**10. Did the employee ask whether the parcel contained anything liquid, fragile, perishable, or potentially hazardous?**

The employee should ask you specifically about the contents of the parcel pertaining to possible hazard or danger for a Yes response. The employee can ask the question in any format using the above.

**11. Did the employee suggest an additional item to purchase?**

The employee must offer additional items (at least one) that are available for purchase at the post office. It is not enough if the employee asks you if you would like "anything else." A specific item must be suggested to you in order for this answer to be marked "Yes."

**12. Specify additional items offered:**

- Stamps
- Phone Card
- Packaging/Shipping Products
- Home/Office Supplies
- Postcards
- Stationery and Envelopes
- Framed Stamp Art
- Other
- None

Check all items offered by the employee. Check "None" if no items were offered.

**13. Did the employee ask how you would like to pay for this today?**

The employee can ask this question in any format relating to payment, including stating to you information about payment options. Do not prompt the employee by having payment in hand. This means cash or credit cards should be visible only after the employee tells you the sales total at the end of your visit and offers any payment options. Any statement relating to payment is acceptable for a "Yes" response, such as, "Will that be cash, check, or charge?" You do not have to use a credit/debit card to pay for your mystery shopper purchases. It is preferred that a credit card not be used, to best preserve your anonymity.

**14. Did the employee provide or offer a receipt without you having to ask for one?**

Mark yes if the employee provided your receipt without you asking. Do not prompt the employee by stating, "I need a receipt," unless the transaction is over and you were not offered a receipt. At that point, you may ask for one.

**15. Did the employee greet you pleasantly and make eye contact?**

The employee should be pleasant and make eye contact for a Yes response.

**16. If prior question is No, provide commentary?**

Provide details of the employee's behavior that explains the No response.

**17. Did the employee present a neat, professional appearance?**

Answer "Yes" if the employee's attire is obviously neat, clean, and unwrinkled. Only mark "No" if the employee appeared disheveled or if their clothing was wrinkled or stained.

**18. Was the employee wearing the complete uniform?**

To answer "Yes" the employee must be wearing one of two possible combinations:

1. A blue, button-down **striped** shirt with name badge, navy or gray pants, skirt, skort, or jumper, and a tie or neckwear.

I.e. If the blue striped shirt is worn, both the name badge and neckwear must be present.

OR

2. A solid blue or white button-down shirt with navy or gray pants, skirt, or skort.

No name badge or tie/neckwear is required with this combination.

**A uniform sweater or vest may be layered over the authorized shirt(s).**

The authorized sweater can be either:

--A navy cardigan, having buttons, with red and white stripe trim, and a corporate emblem

--A navy cardigan, having buttons, no trim, and a knitted repeat logo design

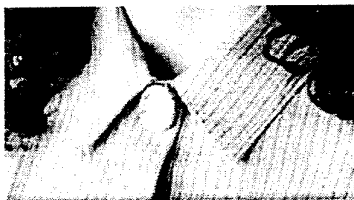
--A sleeveless navy V-neck pullover vest, with red & white stripe trim, and corporate emblem

--A button-up navy vest, with no trim, and a knitted repeat logo design

If the sweater is worn, the name badge should be worn outside the sweater, so that it is visible to customers.

**NOTE REGARDING NECKWEAR:**

For female postal employees, a SILVER USPS BUTTON COVER worn at the top button is an acceptable alternative to a tie in order to meet the neckwear requirement. See below photo of Button Cover



**19. If prior question is NO, the employee was not wearing:**

\_\_\_ Any part of the uniform

- Top
- Bottom
- Name Badge
- Tie/Neckwear
- N/A

Answer N/A if the previous question was answered yes.

**20. Did the employee thank you at the end of the transaction?**

The employee may use an additional closing statement, but "Thank you" or "Thanks" is expected. Other wording which makes you feel thanked, for example, "It has been a pleasure to serve you," is acceptable for a Yes response.

**21. Was the employee attentive and courteous during the entire transaction?**

The employee should be attending to your mailing needs, so that you are the focus of the transaction. Your response should be based on what you would normally consider to be attentive service by the employee at other business locations. The employee must be BOTH attentive and courteous for a Yes response.

**22. If prior question is 'NO,' these problems were noted:**

- On the phone
- Talking to other customers
- Talking to other employees
- Other distraction or interruption
- Discourteous
- Rude
- N/A

Answer N/A if the previous question was answered yes.



**23. Was the form or supply item(s) you were instructed to locate in the lobby available?**

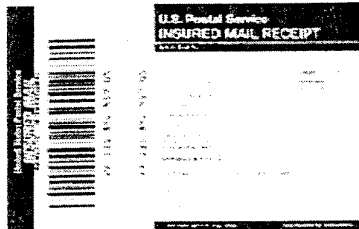
You need to locate Bar-coded Insurance Forms for customers. You must make a thorough and complete effort to search for the forms, as they could be located in a variety of places in each post office.

See photo below Question 24.

**24. Which form or supply was not available?**

- Bar-coded Insurance Forms
- N/A

Check Bar-coded Insurance Forms if you could not locate this item anywhere in the post office. If Question 23 was answered Yes, please check N/A.

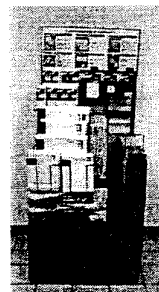
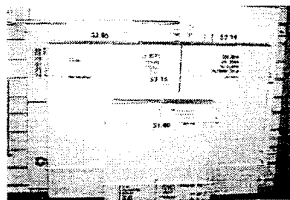
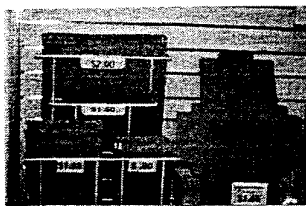


**25. Were retail packaging/shipping supplies professionally displayed or was a sample display or poster available?**

Retail packaging/shipping products are mailing supplies (padded bags for example) that are purchased by a postal customer. You may see these in a blue display rack. If there is no display rack, a poster or sample display with pictures of the items is also acceptable. It is acceptable for the display to be behind the employee counter. The supplies should have a neat and tidy appearance. A completely empty display should be marked as a 'No' response. If there is no display of products, samples, or a poster, mark a 'No' response.

Include packaging product labels/signage in your response to this question. Packaging products should not be in poor condition, meaning they should appear professional and not be worn, torn, or faded. Your response should be based on what you would normally consider to be professional signage at other business locations. All signs should be professional in their appearance. The price labels should be clearly visible, and they may be printed directly on the item. Signs/labels should not be hand written, and should not visibly be taped.

You may find bins or boxes of packaging products (mailing supplies) that are "on sale." Your response should be based on what you, as a customer, would normally consider to be neat and tidy in regard to sale items at other business locations. Do not include in your response sales bins that contain items other than packaging supplies.



**26. If prior question is NO, these problems were noted:**

- Handwritten sign/label (packaging product)
- Visibly taped
- Untidy
- Poor condition
- Completely empty display
- No Product/Sample Display or Poster
- N/A

Answer N/A if the previous question was answered yes.

**27. Was the exterior clean and well maintained?**

The exterior of the post office should be neat, clean, and well maintained. If the post office is in a mall or other interior business location, the exterior to be evaluated is the exterior of the post office surrounding the post office entrance. Your response should be marked as a "customer" in view of what you would normally consider to be clean and well maintained at other business locations, at that time of year.

**28. If prior question is 'NO,' provide comment:**

Provide details of the reason for the "No" response.

**29. Was the interior clean and well maintained?**

The interior of the post office should be neat, clean, and well maintained. Your response should be marked as though you are a "customer" in view of what you would normally consider to be clean and well maintained at other business locations. Include the employee's counter in your evaluation.

**30. If prior question is 'NO,' provide comment:**

Provide details of the reason for the "No" response.

**31. Were all signs professionally lettered and properly posted?**

All postal-related signs should be professional in their appearance. They should not be handwritten. Signs should not have tape visible. This includes all signs other than packaging product signage. Your response for packaging products signage should be reported only in Question 25. Signs should not be in poor condition, meaning they should appear professional and not be worn, torn, or faded.

**32. If prior question is NO, the following problems were noted:**

- Handwritten signs
- Visibly taped
- Poor condition
- N/A

Answer N/A if the previous question was answered yes.

**33. Was the Point of Purchase Continuity signage displayed?**

- Yes
- No

The Point of Purchase Continuity signage for shops occurring between 9/7/02 and 11/30/02 is U.S. Shipping. Mark Yes if you observed this signage. A color copy of the signage was provided with your mailing.

The promotional signage can be located in a number of places. Most often it is located as part of large signage behind or near the retail employees at the counter. In some cases, there are large signs or posters. They could be on interior or exterior windows, on any wall, or even hanging from the ceiling. It is very important to correctly identify the displays. In some cases, it could be displayed as an illuminated sign behind the employees. Be sure to look in both the inner and outer lobby.

Note: All Mystery Shopper Signage observed and applicable dates are consistent with in-store messaging established up/down dates.



**SALES AND SERVICE ASSOCIATE AND SUPERVISOR UPDATED  
MYSTERY SHOPPER PROGRAM TRAINING  
FOR FISCAL YEAR 2004**

**OPERATIONAL EFFICIENCY**

1. How long was your wait in line? (minutes:seconds) \_\_\_\_\_

The actual amount of time the shopper waited in line – from the time they entered the line, not the lobby, until they are called to the window to initiate their transaction – will be documented here by the shopper.

2. a. Was your wait in line 5 minutes or less?     YES             NO

The shopper will document a yes or no in this field.

- b. How many stations were there (including all areas where a register is available)?  
\_\_\_\_\_

The shopper will document the number of total stations the office could possibly staff, including the cash wrap if you have one. This will be the total possible, whether they were staffed at the time or not.

- c. What was the highest number of stations staffed during the time you entered the line until completion of your transaction? \_\_\_\_\_

The shopper will document the number of stations actually staffed during their wait time in line until completion of their transaction.

- d. Were there any employees assisting customers in the lobby area prior to customers reaching the counter?     YES     NO

The shopper will document a yes or no in this field. This could be a lobby director or any employee who attempts to assist customers in an effort to keep the lines moving. For example, an employee comes into the lobby area and asks all the customers if anyone is just there to pick up a package and then assists them in getting their package, taking them out of the regular line. Another example would be if an employee enters the lobby area and asks if there is anyone who just wants stamps and then assists them in using the vending equipment, again, taking them out of the regular line.

Questions 2b-d are simply informational. The score will be derived from question 2a. The other questions are intended to provide additional data to the office to help in determining the extent of the problem.

3. Did the postage vending machines appear to be in working order?     YES     NO

The shopper will document a yes or no in this field based on their observation. They will look for out of order signs, lights that come on when a machine is out of order, etc. If there is ever a doubt, credit will be given on behalf of the Post Office. While the shopper will evaluate if the machines are in working order, this question will **NOT BE SCORED**.

The shopper will no longer document if the vending is fully stocked.



## HAZMAT

4. Did the employee ask whether your parcel (or any other suspicious mailing) contained anything fragile, liquid, perishable, or potentially hazardous?  
 YES  NO

4a If no, which part(s) of the question did they miss? (Check all that apply)

- Fragile  
 Liquid  
 Perishable  
 Hazardous

The shopper has been instructed to listen for all four components of this question. If the Sales and Service Associate (SSA) misses one or more of these four components, the shopper will document this as a no response and indicate which part(s) was missed.

**Suggestion:** It may be easier to state this to the customer (and have them understand why you are asking this question) in terms similar to "For safety purposes, I am asked to find out if there is anything fragile, liquid, perishable, or potentially hazardous in your package."

**NOTE:** This question needs to be asked when accepting any parcel or any other suspicious mailing. Any other suspicious mailing basically refers to any mail piece that may have one or more of the following words on it: fragile, liquid, perishable, hazardous (or potentially hazardous), special handling, etc. *This is not an all inclusive list.* It is intended as a reference point for the SSA so that other related or like terms that may be written on a mail piece will also prompt the SSA to ask this four-part question. That will be the expectation. When in doubt, ask it! Other suspicious mailing pieces could also be something with oil stains, protruding wires, etc.

This question may be asked in any order. The only requirement is that all four components are asked.

## SALES SKILLS AND PRODUCT KNOWLEDGE

- 5a Did the employee inquire when you wanted the item to arrive?  YES  NO  
 OR  
 5b Did they offer Express Mail or Priority Mail AND state the service standard?  
 YES  NO

The employee has two choices.

1. If the employee inquires "When would you like this to arrive", the shopper will always request 2-3 days, a couple of days, a few days, or something similar. The employee will then be expected to offer Priority Mail and state a feature of Priority Mail. For example, the employee would say something like, "We have Priority Mail, our 2-3 day service". They **must** offer Priority Mail when asking the 'arrive' question and **must** explain a feature (state the service standard) of Priority Mail, such as '2-3 day service' in order to receive credit for questions 5 and 7.

When using this option it's possible to receive credit for question 5 but not question 7 or vice versa. This would happen if the SSA offers Priority Mail but doesn't state a feature OR offers 2-3 day service without saying Priority Mail.

2. If the employee opts for the second choice (or if this is required by their district office) both the class of mail **AND** the service standard must be stated. The employee conversation will be similar to the following when the customer comes to the window:

"Would you like to send this Express Mail, our overnight, guaranteed service?"

*If the customer says yes, assist them in purchasing Express Mail. If the customer says no, proceed as follows.*

"Would you like it to go Priority Mail. It'll get there in 2-3 days."

(They may also want to mention that it is not a guaranteed service, but this is not required.)

*If the customer says yes, assist them in purchasing Priority Mail. If the customer says no, proceed in a similar pattern with First Class Mail, Standard Mail, etc.*

**NOTE:** The shoppers will always purchase Priority Mail if offered.

When using this option you will either receive credit for questions 5 and 7 both or will lose credit on questions 5 and 7 both. You will not get credit for one without the other as in option 1, even if you offer one and not the other.

6. Did the employee offer you a mail class?  YES  NO

This is a yes or no answer for Maritz purposes only.

- 6a. Specify the class(es) of mail offered by the employee.

The shopper will document all classes of mail offered or state that none were offered, if that is the case.

7. Did the employee explain any features of the recommended class of mail?  
 YES  NO

The shopper will document this with a yes or no response. The SSA responsibility for this question is as stated in question 5 above. Please review both options since they do differ.

8. Did the employee offer any special services?  YES  NO

The shopper will document this with a yes or no response.

The SSA responsibility will be to ask a straightforward question – "Would you like to purchase a special service" or "Would you like to purchase insurance" or "Would you like to purchase proof of delivery." This is not an all-inclusive list, but simply lists a few examples of what is acceptable.

**8a Specify the special service(s) offered by the employee.**

The shopper will document all special services offered.

**9. Did the employee explain or offer to explain any features of the recommended special service?  YES  NO**

The shopper will document this with a yes or no response. The SSA responsibility will be to ask a straightforward question – “Would you like me to explain our special service options?”

This question has been changed based on feedback from the six Sales and Service Associate focus groups that were conducted. The SSAs said that their regular customers don't want to be asked every question and the SSAs themselves don't want to feel so robotic. The change here will allow the SSAs to offer an explanation of the special service options if the customer wants to hear them, but won't force them to state the special service options to the customer against their wishes.

**10. Did the employee suggest any additional items to purchase?  YES  NO**

The shopper will document this with a yes or no response.

The SSA responsibility is to suggest an additional item to purchase. In an effort to generate revenue, a suggestion would be to offer packaging supplies, phone cards, or framed stamp art. (This is not an all-inclusive list.) This may be something the customer may not have considered purchasing before, or it may be something they would purchase at another retail establishment. While offering stamps *will* meet the requirements of this question and may help to keep the lines down in the future, it will not generate extra revenue. Keep new revenue generation in mind when this question is asked and suggest something the customer may not generally purchase.

**11. Specify additional items offered. (Check all that apply).****12. Did the employee provide or offer a receipt without you having to ask for one?  YES  NO**

The shopper will document this with a yes or no response. The SSA responsibility is to always offer a receipt without the customer having to ask for it.

**COURTESY AND PROFESSIONALISM****13. Did the employee greet you pleasantly?  YES  NO**

The shopper will document this with a yes or no response. The SSA should greet the customers pleasantly and be professional throughout the transaction.

There was a change to this question from the previous evaluation form. The SSA is no longer required to make eye contact with the customer. However, with a few possible exceptions based on certain cultures, making eye contact is still suggested..

**14. Was the employee wearing the complete uniform?**

The shopper will document this with a yes or no response.

**NOTE:** If a Postmaster in a Mystery Shop office works the window, it will be their responsibility to also wear the complete uniform if they are given a uniform allowance. If a Postmaster in a Mystery Shop office works the window and does not get a uniform allowance, it will be their responsibility to always wear a name AND title badge stating their name with the title of Postmaster. If the Postmaster has this badge, they will receive credit for a uniform.

**15. If Q14 is "NO", the employee was not wearing:**

The shopper will document the item(s) missing from the uniform.

**16. Did the employee end your transaction in a pleasant manner?  YES  NO**

The shopper will document this with a yes or no response.

This is another change in an effort to allow the SSAs to have their own personality shine through and not be robotic. Instead of insisting on saying thank you, the SSA may say something similar to "Have a great day" or "I appreciate your business", etc., in a pleasant manner and still receive credit for this question. It is still suggested that the SSA always thank the customer for their business.

**17. Was the employee attentive during the entire transaction?  YES  NO**

The shopper will document this with a yes or no response.

**NOTE:** Customer focus groups recently rated this as one of the most important attributes to customer satisfaction. Customers told us that they want the full attention of the SSA. They don't want the SSA talking on the telephone or talking and joking with other employees or customers while it is their turn at the counter. They want the SSAs full attention all for themselves!

Shopper instructions will include a statement that if the employee helping the shopper is helping another employee do their job, the shopper will make an exception and answer this question "Yes."

This question just now evaluates whether the retail associate was attentive and does not include courtesy. Associate courtesy is already addressed in other questions.

**18. If Q 17 is "NO", these problems were noted:**

The shopper will document any problems with SSA attentiveness to them while performing their transactions.

**19. Was the interior neat, clean and well maintained?  YES  NO**

The shopper will document this with a yes or no response. The Post Office responsibility, however delegated, will be to make sure that the interior of the building (countertops, floors, etc.) are free of trash, spills, dirt, graffiti, and that basic cleanliness and maintenance is maintained on the interior of the facility.

**20. If Q 19 is "NO," please explain why.**

The shopper will document their reasoning if responding "no" to Q. 19 above.

**RETAIL PRODUCTS AND SERVICES**

**21. Were you able to locate the special service form you were instructed to find in the lobby PRIOR to being served?  YES  NO**

The shopper will document this with a yes or no response.

The Post Office responsibility, however delegated, will be to make sure that the special service forms are located in the lobby so they are easily found by customers and can be completed before reaching the window.

This question was changed to evaluate whether the shopper could locate the forms, not just if they were available. Retail units frequently indicate that the forms are available, but shoppers cannot find them. We should not require our customers to have to scour our lobbies to find forms. If the customer cannot locate it, we will not give credit even if the post office indicates it was available.

**22. Were free shipping supplies displayed (Express/Priority)?  YES  NO**

The shopper will document this with a yes or no response.

The Post Office responsibility, however delegated, will be to make sure that free shipping supplies for Express Mail and Priority Mail are displayed and easily found by customers before they reach the window.

**NOTE:** This is a new question. Points will be scored for this because it's important that our free supplies are visible for customers to use. They won't use us if they don't know what we offer, and will many times use us over our competitors if they know the supplies are free.

**23. Were Ready Post retail packaging supplies (available for purchase) displayed or was a sample display or poster available?  YES  NO**

The shopper will document this with a yes or no response.

The Post Office responsibility, however delegated, will be to make sure that the retail packaging supplies that are available to customers for a fee are properly displayed or that a sample display or poster is available so customers are aware of what we offer.

**24. Were all signs and displays professional in appearance, including posting and lettering?  YES  NO**

The shopper will document this with a yes or no response.

The Post Office responsibility, however delegated, will be to make sure that all signs and displays are professional in appearance, including posting and lettering. These items should not be worn or torn. Price labels should be visible. Signs/labels should not be handwritten, and should not be visibly taped. This question will **NOT BE SCORED**.

**25. If Q24 is "NO", following problems were noted:**

The shopper will document problems with all signs and displays that were not professional in appearance, that were not professionally lettered, and that were not professionally posted.

**26. Please specify what signage had problems.**

The shopper will indicate the location of the problem signage.

**FACILITY**

**NOTE: We will continue to evaluate items in a "facility" category. However, none of these items will be scored.**

**27. Was the exterior neat, clean and well maintained?  YES  NO**

The shopper will document this with a yes or no response.

The Post Office responsibility, however delegated, will be to make sure that the exterior of the building is free of trash, spills, graffiti, taped signs on the doors, and that basic cleanliness and maintenance is maintained on the exterior of the facility.

NOTE: Although this question is **NO LONGER SCORED**, the shopper will continue to document their reasoning for responding 'no' to this question in Q26 below. The expectation for the Post Office to maintain the exterior of the facility remains the same.

**28. If Q 27 is "NO," please explain why:**

The shopper will document their reasoning if responding "no" to Q26 above.

**29. Was the SSA workstation neat and clean?  YES  NO**

The shopper will document this with a yes or no response.

This question is new to the evaluation form. Although this question **WILL NOT BE SCORED**, it is generally expected that the retail associate maintain a neat and clean area that allows the customer room to conduct the transaction.

**30. If Q 29 is "NO," please explain why:**

The shopper will document their reasoning if responding "no" to Q28 above.

**31. Was the Point of Purchase Continuity signage, or the specified element in the Business Solutions Display unit, displayed?  YES  NO**

The shopper will document this with a yes or no response.

We will now alternate evaluating whether POP or an element in the Business Solutions Display unit is displayed.

**NOTE:** Although this question is **NO LONGER SCORED**, the expectation for the Post Office to display the POP signage or the Business Solutions Display unit remains the same.

**OPERATIONAL EFFICIENCY**

- 1. How long was your wait in line? (minutes:seconds)
- 2. a. **Was your wait in line 5 minutes or less?** Yes 12/12
- b. How many stations were there (including all areas where a register is available)?
- c. What was the highest number of stations staffed during the time you entered the line until completion of the transaction?
- d. Were there any employees assisting customers in the lobby area prior to customers reaching the counter?
- 3. Did the postage vending machines appear to be in working order?

**Operational Efficiency 12/12 100%**

**HAZMAT**

- 4. **Did the employee ask whether your parcel contained anything fragile, liquid, perishable, or potentially hazardous?** Yes 10/10

If "no," which part(s) of the question did they miss?

Fragile              Liquid              Perishable              Hazardous

**HazMat 10/10 100%**

**SALES SKILLS AND PRODUCT KNOWLEDGE**

- 5. a. **Did the employee inquire when you wanted the item to arrive?** Yes 12/12
- OR**
- b. **Did they offer Express Mail or Priority Mail AND state the service standard?**
- 6. Did the employee offer you a mail class?
- 6a. Specify the class(es) of mail offered.
- 7. **Did the employee explain any features of the recommended class of mail?** Yes 4/4
- 8. **Did the employee offer special services?** Yes 12/12
- 8a. Specify the special service(s) offered by the employee.
- 9. **Did the employee explain or offer to explain any features of the recommended special service?** Yes 4/4
- 10. **Did the employee suggest any additional items to purchase?** Yes 7/7
- 11. Specify additional items offered.
- 12. **Did the employee provide or offer a receipt without you having to ask for one?** Yes 4/4

**Sales Skills and Product Knowledge 43/43 100%**

**COURTESY AND PROFESSIONALISM**

- 13. **Did the employee greet you pleasantly?** Yes 6/6
- 14. **Was the employee wearing the complete uniform?** Yes 4/4
- 15. If Q14 is "NO," the employee was not wearing:
- 16. **Did the employee end your transaction in a pleasant manner?** Yes 4/4



17.	Was the employee attentive during the entire transaction?	Yes	6/6
18.	If Q17 is "NO," these problems were noted:		
19.	Was the interior neat, clean and well maintained?	Yes	2/2
20.	If Q19 is "NO," please explain why:		
		<b>Courtesy and Professionalism</b>	<b>22/22 100%</b>

#### RETAIL PRODUCTS AND SERVICES

21.	Were you able to locate the special service form you were instructed to find in the lobby PRIOR to being served?	Yes	5/5
22.	Were free shipping supplies displayed (Express/Priority)?	Yes	3/3
23.	Were Ready Post retail packaging supplies (available for purchase) displayed or was a sample display or poster available?	Yes	5/5
24.	Were all signs and displays professional in appearance, including posting and lettering?		
25.	If Q24 is "NO," the following problems were noted:		
26.	Please specify what signage had problems.		
		<b>Retail Products and Services</b>	<b>13/13 100%</b>

#### FACILITY

- |     |   |
|-----|---|
| 27. | Was the exterior neat, clean and well maintained?   |
| 28. | If Q27 is "NO," please explain why:   |
| 29. | Was the employee workstation neat and clean?  |
| 30. | If Q29 is "NO," please explain why:   |
| 31. | Was the Point of Purchase Continuity signage, or the specified element in the Business Solutions Display unit, displayed? |

#### EVALUATION INFORMATION

- |     |   |
|-----|---|
| 32. | USPS Scenario ID:                               |
| 33. | Day of the week shop performed (e.g., Tuesday): |
| 34. | Amount of sale from receipt:                    |
| 35. | Revenue loss (based on scenario expectation):   |
| 36. | Post Office ZIP Code on receipt                 |
| 37. | Evaluation Sequence:                            |

## FY 04 MYSTERY SHOPPER EVALUATION FORM SUMMARY OF CHANGES

### Operational Efficiency:

- Wait time in line scoring increased from 10 points to 12 points.
- Will monitor whether vending machines are in working order, but will not score.
- Deleted question on whether vending machines fully stocked.

### HazMat:

- HazMat question has been moved from Sales Skills to a new HazMat category by itself. (While question includes questioning items other than just hazardous material, the category will continue to be called HazMat).
- HazMat scoring has been raised from 6 points to 10 points.

### Sales Skills and Product Knowledge:

- Scoring for question as to whether employee inquired about arrival time OR offered Express Mail or Priority Mail AND stated the service standard increased from 10 points to 12 points.
- Employee must now **specifically explain features of the recommended class of mail**, whereas previously could explain features of class of mail OR special service.
- Employee may now explain **or offer to explain** features of the recommended special service to receive score.
- Scoring for suggesting an additional item has been increased from 6 points to 7 points.
- Scoring for providing a receipt has been increased from 3 points to 4 points.

### Courtesy and Professionalism:

- Employee **no longer required to make eye contact**, but simply offer a pleasant greeting; scoring has increased from 3 points to 6 points.
- Deleted question on whether employee presented a neat, professional appearance.
- Scoring for a complete uniform has been increased from 3 points to 4 points.
- Employee is **not required to say "thank you,"** but simply end the transaction in a pleasant manner; scoring has been increased from 3 points to 4 points.
- Question on whether employee was attentive and courteous **now just addresses attentiveness** and scoring has been increased from 3 points to 6 points.
- Question regarding interior neatness and cleanliness has been moved from the Facility category and scoring decreased from 3 points to 2 points.

### Retail Products and Services:

- Question regarding special service form has been changed to indicate whether shopper was able to locate form prior to being served.
- New question on whether free shipping supplies were displayed; scoring is 3 points.
- Professional appearance and display of signage to be monitored, but not scored.

### Facility:

- Category still exists, but there will be no scoring for any items evaluated.
- Will continue to monitor whether exterior is neat and clean, but will not be scored.
- New question on whether employee's workstation is neat and clean, but will not be scored.
- Continuity signage will continue to be monitored, but every other quarter. Will start to evaluate whether specific element in the Business Solutions Display unit was displayed; question will not be scored.