

**Service Evaluation**  
**US Postal Service Mystery Shopper Program**  
 55408 USPS - Minneapolis MN - Lake St Sta

Date 5/19/1999 Arrival 12:22 PM  
 Day Wednesday  
 ✓ Overall Score 58/100 - 58.00%

**Operational Efficiency**

- |                                                                                                 |      |      |
|-------------------------------------------------------------------------------------------------|------|------|
| 1 How long was your wait in line? [minutes:seconds]                                             | 9:05 |      |
| 2 Was your wait in line 5 minutes or less?                                                      | No   | 0/10 |
| 3 When you entered the line, how many customers were in front of you?                           | 12   |      |
| 4 How many workstations were available?                                                         | 4    |      |
| 5 How many workstations were staffed?                                                           | 2    |      |
| 6 Were all vending machines fully stocked and in proper working order with product identifiers? | Yes  | 5/5  |
| 7 If previous question was answered no, please explain:<br>N/A                                  |      |      |

Operational Efficiency 33.33% 5/15

**Sales Skills and Product Knowledge**

- |                                                                              |          |      |
|------------------------------------------------------------------------------|----------|------|
| 8 Did the employee ask when you wanted the item to arrive?                   | No       | 0/10 |
| 9 Specify the class of mail offered.                                         | Priority |      |
| 10 Did the employee offer the correct class of mail?                         | Yes      | 5/5  |
| 11 Did the employee explain any features of the recommended class of mail?   | No       | 0/7  |
| 12 Did the employee offer any special services?                              | No       | 0/7  |
| 13 Specify services offered                                                  | N/A      |      |
| 14 Did the employee suggest an additional item to your purchase?             | No       | 0/5  |
| 15 Did the employee inform you that the USPS accepts credit and debit cards? | No       | 0/3  |

Sales Skills and Product Knowledge 13.51% 5/37

**Courtesy and Professionalism**

- |                                                                                |     |     |
|--------------------------------------------------------------------------------|-----|-----|
| 16 Did the employee greet you pleasantly as soon as you reached the counter?   | Yes | 4/4 |
| 17 Did the employee smile and make eye contact?                                | Yes | 4/4 |
| 18 Did the employee present a clean, professional appearance?                  | Yes | 2/2 |
| 19 If previous question was answered no, please explain:<br>N/A                |     |     |
| 20 Was the employee wearing the complete uniform?                              | Yes | 2/2 |
| 21 If previous question was answered no, please explain:<br>N/A                |     |     |
| 22 Did the employee provide courteous service?                                 | Yes | 4/4 |
| 23 If previous question was answered no, please explain:<br>N/A                |     |     |
| 24 Did the employee say "Thank you" or "Thanks" at the end of the transaction? | Yes | 4/4 |

Courtesy and Professionalism 100.00% 20/20

**Retail Products and Services**

- |                                                                                        |     |     |
|----------------------------------------------------------------------------------------|-----|-----|
| 25 Were forms and free supplies available in the lobby?                                | Yes | 5/5 |
| 26 Of those you were instructed to observe, which forms and supplies were unavailable? | N/A |     |
| 27 Were retail packaging supplies displayed and professionally labeled?                | Yes | 5/5 |

Retail Products and Services 100.00% 10/10

**Facility**

- |                                                                                       |     |     |
|---------------------------------------------------------------------------------------|-----|-----|
| 28 Was the exterior clean and well maintained?                                        | Yes | 3/3 |
| 29 Was the interior clean and well maintained?                                        | Yes | 3/3 |
| 30 Were interior mail slots labeled with pick-up times and the FAA restriction label? | Yes | 3/3 |
| 31 Were collection boxes in good condition?                                           | Yes | 3/3 |
| 32 Were hours of operation and debit/credit acceptance decals posted?                 | Yes | 3/3 |

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**Facility**

33 If previous question was answered no, please explain:  
N/A

34 Were all signs professionally lettered and properly posted?

Yes 3/3

Facility 100.00% 18/18

**Non-Rated Questions**

35 Was slatwall in place?

Yes

36 As a postal customer, how satisfied were you with this visit?

Dissatisfied

37 Overall Comments

The wait was too long. The employee was polite and efficient.

**Evaluation Information**

38 Scenario ID

A3

39 Evaluator ID

06040

40 Amount of sale from receipt

\$3.20

41 Revenue loss (based on correct class of mail)

\$0.00

42 Post office information on receipt

Lake St Station  
MOPS MN S 554089998

43 Evaluation Sequence:

FY99 Q3 - Shop 2