

Retail Lobby Observation

FY

Month

Date Observed

The **purpose** of a lobby observation is to review the total retail facility. This form may be completed by local, district, area, or headquarters managers. Retain for two years. Complete this form at least once every month.

Office Name	Postmaster/Manager Name
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District	Reviewer Name
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No.	Checklist	Y	N	N/A	Comments	Date Addressed
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Operational Efficiency (1-3)

1.	Did you wait in line five (5) minutes or less? If "No," how long did you wait? _____ How many service counters were open? _____					
2.	Did vending machines appear to be in proper working order?					
3.	Were all vending machines fully stocked with no "Sold Out" signs? (<i>All slots must have been full and not have required exact change.</i>)					

Hazmat (4)

4.	Did the employee follow the standard procedure to determine if item accepted meets HAZMAT regulations?					
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Sales/Skills/Product Knowledge (5-13)

5.	Did the employee ask when the item needed to arrive OR offer Express Mail® or Priority Mail® Services, AND state service standards?					
6.	Specify class(es) of mail offered: <input type="checkbox"/> Express Mail <input type="checkbox"/> Priority Mail <input type="checkbox"/> Other: _____					
7.	Did the employee offer the correct class of mail?					
8.	Did the employee explain any features of the recommended class of mail?					
9.	Did the employee offer any special services?					
10.	If "Yes," specify the services offered: <input type="checkbox"/> Certified Mail <input type="checkbox"/> Proof of Mailing <input type="checkbox"/> Signature Confirmation™ <input type="checkbox"/> Insured Mail <input type="checkbox"/> Other: _____ <input type="checkbox"/> Return Receipt <input type="checkbox"/> Delivery Confirmation™					
11.	Did the employee explain or offer to explain any features of the recommended special services?					
12.	Did the employee suggest an additional item to the purchaser?					
13.	Specify additional items offered:					

Courtesy and Professionalism (14-19)

14.	Did the employee pleasantly greet the customer when the customer reached the counter?					
15.	Was the employee wearing the complete uniform?					
16.	Did the employee end the transaction in a pleasant manner? If "No," what was said (<i>Specify</i>): _____					
17.	Did the employee pay attention to the customer during the entire transaction?					
18.	Did the employee(s) serving other customers appear to interact in a pleasant and courteous manner?					
19.	Was the interior (<i>including counters, floors, walls, windows, ceiling</i>) neat, clean and well-maintained, and trash cans not overflowing?					

Retail Products and Services (20-21)

20.	Check the items that were NOT available in the lobby: <input type="checkbox"/> Certified Mail Forms <input type="checkbox"/> Express Mail Envelopes <input type="checkbox"/> Insured Mail Forms <input type="checkbox"/> International Supplies <input type="checkbox"/> Delivery Confirmation Labels <input type="checkbox"/> Signature Confirmation Labels <input type="checkbox"/> Domestic Return Receipt <input type="checkbox"/> Other: <input type="checkbox"/> Priority Mail Envelopes					
21.	Were packaging supplies displayed and professionally labeled?					

Facility (22-24)

22.	Was the exterior (<i>including doors, landscaping, etc.</i>) neat, clean and well maintained?					
23.	Were all signs professionally lettered and properly posted?					
24.	Was the employee workstation neat and clean?					

Instructions

The purpose of a lobby observation is to review the total retail environment. This includes:

- Operational efficiency;
- Sales skills / Product knowledge;
- Courtesy and professionalism;
- Retail products and services; and
- Facility condition.

Actions on the lobby observation will result in additional revenue opportunities and increased customer satisfaction.

Management or designee completes this form.

A District staff member may also complete this form and share the results with the unit management.

File at unit and retain for two years.