## Service Evaluation

Date 3/23/1999 Day Tuesday

Arrival

12:45 PM

US Postal Service Mystery Shopper Program 33911 USPS - Fort Myers FL - Miracle Mile Sta

Overall Score 53/100 - 53.00%

1 How long was your wait in line? [minutes:seconds]         8:22           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?         10           4 How many workstations were satisfied?         3           5 How many workstations were staffed?         2           6 Were all vending machines fully stocked and in proper working order with product identifiers?         No         0/5           7 If previous question was answered no, please explain: One slot in the vending machine was sold out.         Operational Efficiency         0.00%         0/15           8 Did the employee ask when you wanted the item to arrive?         No         0/10         15           8 Did the employee sat make you wanted the item to arrive?         First Clark         10x         10x           10 Did the employee explain any features of the recommended class of mail?         No         0/7         10         10x		O TOTAL TO THE TOTAL THE TOTAL TO THE TOTAL TOTAL TO THE	,,,,,,	0 - 33.00%
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N/A  22 Did the employee provide courteous service?  23 If previous question was answered no, please explain: N/A  24 Did the employee say "Thank you" or "Thanks" at the end of the transaction?  25 Were forms and free supplies available in the lobby?  26 Of those you were instructed to observe, which forms and supplies were unavailable?  27 Were retail packaging supplies displayed and professionally labeled?  28 Was the exterior clean and well maintained?  29 Was the interior clean and well maintained?  20 Were interior mail slots labeled with pick-up times and the FAA restriction label?  20 Yes 3/3  30 Were collection boxes in good condition?  20 Yes 3/3			163	212
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28 Was the exterior clean and well maintained?  29 Were interior clean and well maintained?  20 Were interior mail slots labeled with pick-up times and the FAA restriction label?  20 Were collection boxes in good condition?  Yes 5/5  Retail Products and Services 100.00% 10/10  Yes 3/3  Yes 3/3  Yes 3/3				3,3
Retail Products and Services 100.00% 10/10  28 Was the exterior clean and well maintained?  29 Was the interior clean and well maintained?  30 Were interior mail slots labeled with pick-up times and the FAA restriction label?  Yes 3/3  Were collection boxes in good condition?  Yes 3/3		unavailable?		5 /5
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29 Was the interior clean and well maintained?  29 Was the interior clean and well maintained?  30 Were interior mail slots labeled with pick-up times and the FAA restriction label?  31 Were collection boxes in good condition?  Yes 3/3  Yes 3/3	30	Was the exterior 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  Were collection boxes in good condition?  Yes 3/3	_			
31 Were collection boxes in good condition?  Yes 3/3				
51 Were conection boxes in good condition:				
32 Were nours of operation and debit/credit acceptance decais posted?				
	33	Were hours of operation and debit/credit acceptance decais posted?	1.62	

## Service Evaluation US Postal Service Mystery Shopper Program 33911 USPS - Fort Myers FL - Miracle Mile Sta

Date 3/23/1999 Arrival

12:45 PM

Day Tuesday

Overall Score 53/100 - 53.00%

33	If previous question was answered no, please explain: N/A	
34	Were all signs professionally lettered and properly posted?	,

Yes 3/3

FY99 Q3 - Shop 1

		Facility 100.00	% 18/18
35	Was slatwall in place?  As a postal customer, how satisfied were yo	ou with this visit? Dissatisfie	lo
Sept.			
	Scenario ID		•
39	Evaluator ID	A	
40	Amount of sale from receipt	4416	
	Revenue loss (based on correct class of mai	\$1.4	3
	·	*0.0	0
42	Post office information on receipt		
	Miracle Mile 423 33911-9998		

43 Evaluation Sequence: