

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%

- | | | |
|--|------|------|
| 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 available? | 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 |
| 9 Specify the class of mail offered. | First Class | |
| 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

- | | | |
|--|-----|-----|
| 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:
N/A | | |
| 20 Was the employee wearing the complete uniform? | Yes | 2/2 |
| 21 If previous question was answered no, please explain:
N/A | | |
| 22 Did the employee provide courteous service? | Yes | 4/4 |
| 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? | Yes | 4/4 |

Courtesy and Professionalism 100.00% 20/20

- | | | |
|--|-----|-----|
| 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

- | | | |
|---|-----|-----|
| 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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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

35 Was slatwall in place?

No

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

Dissatisfied

37 Overall Comments

The wait was long. I had to ask for a receipt.

38 Scenario ID

A2

39 Evaluator ID

44169

40 Amount of sale from receipt

\$1.43

41 Revenue loss (based on correct class of mail)

\$0.00

42 Post office information on receipt

Miracle Mile 423 33911-9998

43 Evaluation Sequence:

FY99 Q3 - Shop 1