

Perfecting the Customer Experience and Apologizing for the wait STANDUP TALK

Topic: Providing every customer with an excellent customer experience

For: All Function 4 Personnel

As a Sales Service Associate (SSA), you were trained on the following - Greet, Inquire, Suggest and Thank (GIST). This stand-up talk is to reaffirm that we are following GIST with every transaction and providing our customers with an exceptional experience.

Below is a sample of a Perfect Customer Experience (PCE) transaction card. Please print these off (attached separately) and provide each SSA with a PCE card to place on their RSS terminal. It should serve as a reminder to serve every customer with the exceptional service they expect when they visit the USPS, starting with an apology for their wait.

****Use "3s a Crowd" and "All Hands on Deck"** by ringing the buzzer or calling for help on the Walkie-Talkies to bring EAS and others from the back office to assist with non-revenue transactions and sweeping the lobby.

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Perfect Customer Experience



➤1. **Smile**, make eye contact and greet the customer pleasantly. "Hi, I can help you here, sorry for your wait."

- Apologize for the wait or in some way acknowledge the customer's patience.
- This could be any employee, but should always be the clerk and/or lobby assistant.

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➤2. "Does this package contain anything **fragile, liquid, perishable or potentially hazardous** such as **lithium batteries or perfumes?**"

Direct the customer to the CDU to answer the question.

- If a package is determined to contain a nonmailable item it should be refused.
- When in doubt...keep it out.

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➤3. "**Priority Mail Express** guarantees delivery for (?) at a cost of (?). It includes tracking and \$100 of insurance."

➤4. "**Priority Mail** includes tracking and \$50 of insurance and should arrive in 2 to 3 days for (\$)."

➤5. "Do you want to add additional **Insurance** for loss or damage?"

➤6. "Do you need packaging products or stamps today?"

➤7. Circle the **POS Survey** on the receipt. "Please complete this survey to let me know how pleased you were with your service today."

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➤8. "Thank you, come back soon."

Be friendly, in complete uniform and provide every customer with Timely, Efficient, & Courteous Service.