

Post Office Service Survey Template

All questions are optional. Follow each question's directions.

Write your answers to the open questions in the space provided.

Think about your most recent visit to the named post office during the past 30 days.

All questions are optional. Answer about the visit itself; do not enter addresses, tracking numbers or other identifying shipment details.

1. What was the main reason for your visit?

- ☐ Send an item
- ☐ Collect an item
- ☐ Buy postage or supplies
- ☐ Ask for information
- ☐ Another reason
- ☐ Prefer not to say

2. How easy was it to find where to go or how to join the queue?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ There was no queue
- ☐ Not sure

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3. How clear was the information about which counter or service could help you?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not need this information

4. How acceptable was the time you waited before receiving help?

- ☐ Not at all acceptable
- ☐ Slightly acceptable
- ☐ Moderately acceptable
- ☐ Very acceptable
- ☐ Extremely acceptable
- ☐ I did not wait
- ☐ Not sure

5. How clear was the staff member's explanation of your next step, if one was needed?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ No next step was needed
- ☐ I did not speak with staff

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6. What part of your visit worked well? Please omit addresses and tracking numbers.

7. What one change would make a future visit easier? Please omit addresses and tracking numbers.
