

SALES & SERVICES ASSOCIATE ACADEMY

Module 1: Overview



Objectives

- Identify the purpose of a parking lot.
- Recognize various areas of the training location.
- Explain the ground rules during training.
- Describe the Sales and Services Associate Academy training program.

Housekeeping

- Bathroom locations.
- Lunch and break schedule.
- Emergency procedures.
- Cell phones.
- Parking lot.



Tell us about yourself:

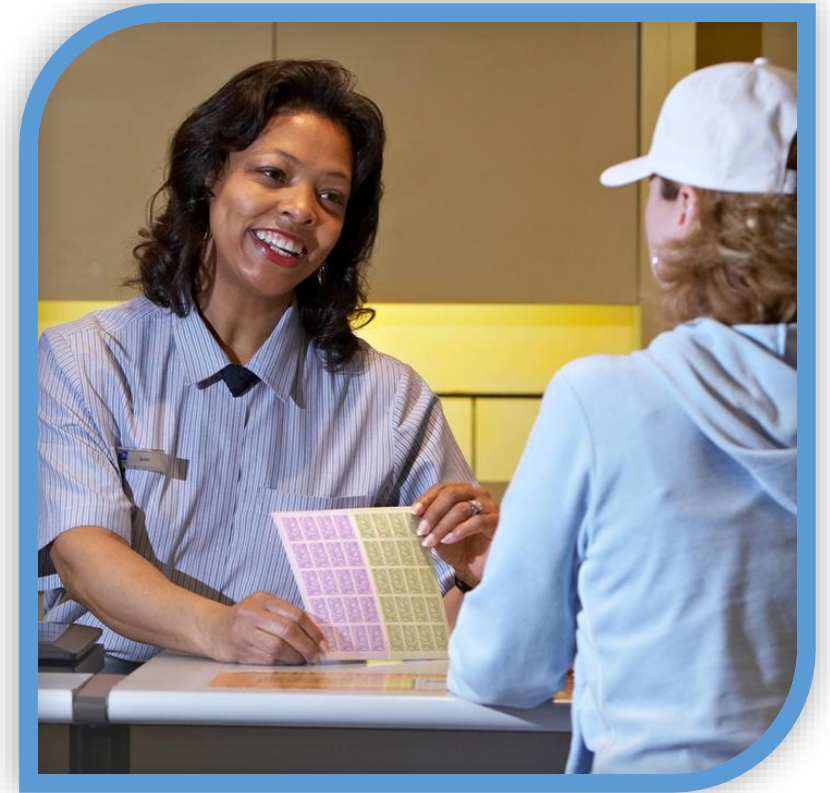
- Name.
- Position.
- Years of postal experience.
- Previous job (USPS or outside).
- Interesting fact about yourself.



Welcome

You are critical to the success of the Postal Service™:

- Provide an attitude of excellent service.
- Identify customer needs.
- Thoughtful body language and words.
- Uncompromising service at every contact point.
- Resolve conflict.
- Exceed customer expectations.



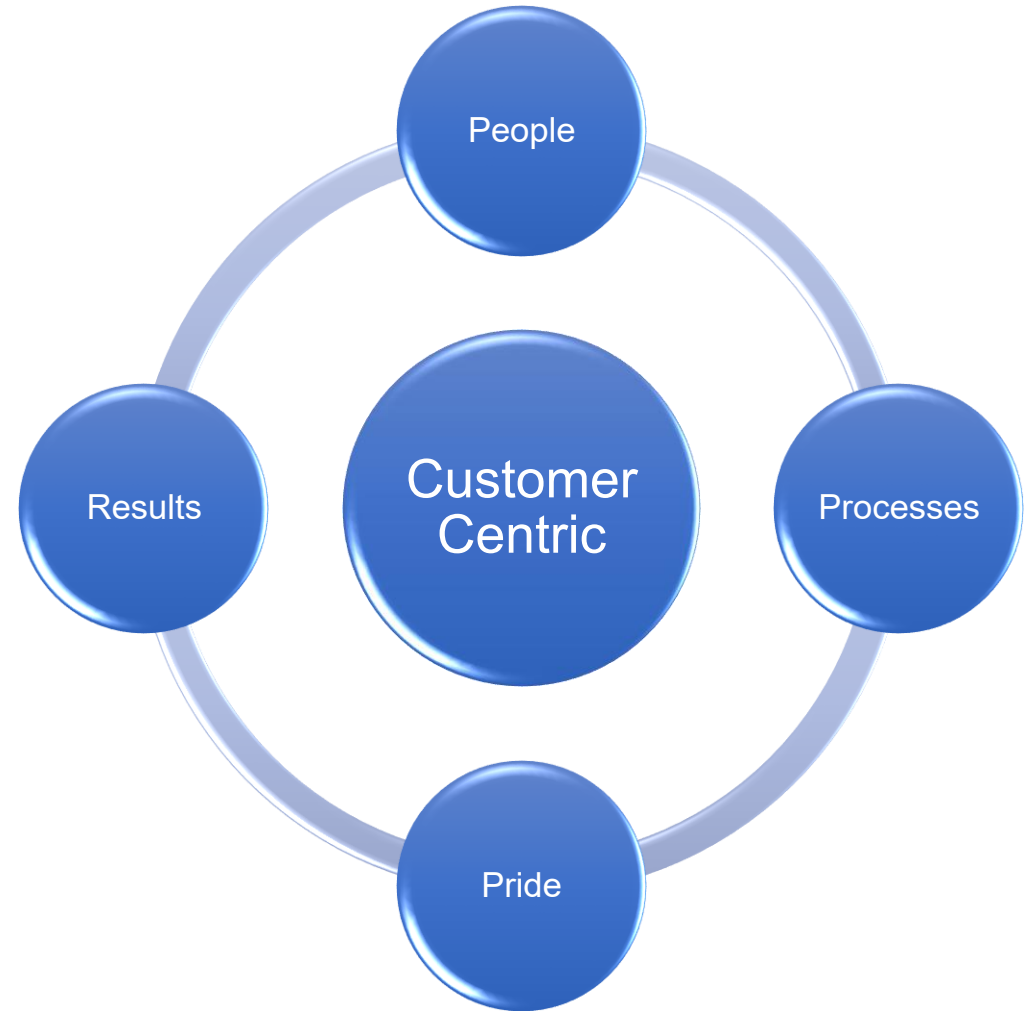
Welcome

- What customer service behaviors excite you when you see them?
- How did you feel about the experience with that organization?
- What does the term customer-centric environment mean to you?



Customer Centric Environment

- People, processes, pride, and results to exceed customer's expectations.
- Customers are the core of our business.
- Provide world-class customer experiences before and after the sale.
- Drive repeat business, customer loyalty, and revenue.



Retail Counter

Tour the retail counter.

- Posters.
- RSS.
- ReadyPost[®] mural.
- EPS display.
- SSK.



SSA Academy Program

- ◆ 52 hours of academy training.
- ◆ 2 hours of self-study.
- ◆ 2-hour post course assessment.
- ◆ 24-40 hours On-the-Job Training (OJT).

Summary

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