UBLIC SERVICE AND LEGA
Postal
Postal Certification Exam

Questions&AnswersPDF

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Question: 1

Using the given scenario, select how you are most and least likely to respond.

Most	←Pick one of each→	Least
A customer approaches your register and says that the item she needs appears to be out of stock and they need it urgently.		
What you be most and least likely to do?		
	Apologize that it is out of stock and suggest she check the USPS website or another store in town.	
	Inquire what the customer needs the product for and suggest a suitable substitute that is in stock.	
	Give her the locations and addresses of other nearby USPS stores that show the item in stock.	
	Check the restock date and politely let the customer know when it will be back in stock.	

Answer: Best: Inquire what the customer needs the product for and suggest a suitable substitute that is in stock.
Worst: Check the restock date and politely let the customer know when it will be back in stock.

Explanation:
This response demonstrated interest in the customer's needs and helps fix her problem as quickly as possible.
This response makes no attempt to help the customer solve their problem in a timely manner.

Question: 2

Using the given scenario, select how you are most and least likely to respond.

Most	←Pick one of each→	Least
You are about to take a break when you notice another team seems to have work piled up.		
What you be most and least likely to do?		
	Take your break and check on them when you come back and assist if you can.	
	Let your supervisor know about the delay and ask if you can help. Take your break a little later than planned.	
	Inform the supervisor of the other team about the delay.	
	Verbally encourage the other team as you go take your break; you know how hard it can be to catch up.	

Answer: Best: Let your supervisor know about the delay and ask if you can help. Take your break a little later than planned.

Worst: Verbally encourage the other team as you go take your break; you know how hard it can be to catch up.

Explanation:

This is the most helpful, productive, team-centered response.

While polite, this response does not demonstrate teamwork or contribute to the overall success of the facility.

Question: 3

Using the given scenario, select how you are most and least likely to respond.

	You are in the middle of an important task due at the end of the day when a team member asks you for help with something they are working on.	
	What you be most and least likely to do?	
Most	**←Pick one of each→**	**Least**
	Get to a stopping point and help them with what they need.	
	Ask them to check with others for assistance, and you will help if they can't find anyone else.	
	Drop what you are working on and help them so that they don't lose productivity.	
	Let them know you are working on something urgent, and you'll help them when you are finished.	

Answer: Best: Ask them to check with others for assistance, and you will help if they can't find anyone else.

Worst: Let them know you are working on something urgent, and you'll help them when you are finished.

Explanation:

This response best balances teamwork and the productivity of yourself and your teammate.

This response does not demonstrate teamwork or contribute to the overall success of the facility.

Question: 4

Using the given scenario, select how you are most and least likely to respond.

Most	←Pick one of each→	Least
	A machine on your line has gone down, and the technician will be there in 1–2 hours.	
	What you be most and least likely to do?	
	Take your lunch break now and hope that the technician has arrived when you get back.	
	Divide your work among a few other lines and join one of them to prevent a backlog while you wait.	
	Leave a message with your supervisor and wait to take action until you hear from her.	
	Tidy up your work area while you wait for the technician; take your lunch break when they arrive.	

Answer: Best: Divide your work among a few other lines and join one of them to prevent a backlog while you wait.
Worst: Take your lunch break now and hope that the technician has arrived when you get back.

Explanation:
This is the most team-oriented and productive response.
 While there is only one good response on this list, taking your lunch break now and hoping the problem solves itself while you are gone is the least active, productive way to handle this scenario.

Question: 5

Using the given scenario, select how you are most and least likely to respond.

Most	←Pick one of each→	Least
	A customer on your delivery route makes a complaint about the person who took your place while you were out of town last week.	
	What you be most and least likely to do?	
	Listen to them attentively and apologize on behalf of your team.	
	Give them your supervisor's number if they would like to make a formal complaint.	
	Apologize and ask if there is anything you can do to make it right.	
	Let your coworker and supervisor know about the complaint after listening attentively.	

Answer: Best: Apologize and ask if there is anything you can do to make it right.
Worst: Give them your supervisor's number if they would like to make a formal complaint.

Explanation:
This response contains the most customer-centric perspective of the responses.
This is the most hands-off way to respond to the customer.

Question: 6

Using the given scenario, select how you are most and least likely to respond.

You are delivering mail along your route when a customer asks you about a missing package.		
What you be most and least likely to do?		
Most	**←Pick one of each→**	**Least**
	Give them the website where they can report the missing package.	
	Explain the recent delays in the area and ask them to wait a few days because it may show up. Follow up with them in a few days.	
	Get information from them on when they expected it and if they have a tracking number, then show them how to report the missing package, if necessary.	
	Call the processing center for them to see if they have it there.	

Answer: Best: Get information from them on when they expected it and if they have a tracking number, then show them how to report the missing package, if necessary.
Worst: Explain the recent delays in the area and ask them to wait a few days because it may show up.

Explanation:
Taking an active role in helping to solve the customer's problem, if possible, is important.
The customer will need to start the process themselves, but just giving them contact information to fix it themselves doesn't provide very much customer care.
Follow up with them in a few days. This response makes no attempt to solve the customer's problem.

Question: 7

Make change for the following transaction using the fewest bills and coins.

Transaction Total: $54.41 Amount Paid: $60.00 Change Due: $5.59			
0	0	0	0
$20	$10	$5	$1
0	0	0	0
$0.25	$0.10	$0.05	$0.01

Answer:

Transaction Total: $54.41 Amount Paid: $60.00 Change Due: $5.59			
0	0	1	0
$20	$10	$5	$1
2	0	1	4
$0.25	$0.10	$0.05	$0.01

Question: 8

Make change for the following transaction using the fewest bills and coins.

Transaction Total: $79.62 Amount Paid: $80.00 Change Due: $0.38			
0	0	0	0
$20	$10	$5	$1
0	0	0	0
$0.25	$0.10	$0.05	$0.01

Answer:

Transaction Total: $79.62 Amount Paid: $80.00 Change Due: $0.38			
0	0	0	0
$20	$10	$5	$1
1	1	0	3
$0.25	$0.10	$0.05	$0.01

Question: 9

For each item below, select Match or Error based on the location information.

	Original ID	Computer ID	Match?	Error?
Location A	12311507	12311507		
Location B	36729898	36749898		
Location C	70719704	70729704		
Location D	13693222	13692222		

Answer:

	Original ID	Computer ID	Match?	Error?
Location A	12311507	12311507	✓	
Location B	36729898	36749898		✓
Location C	70719704	70729704		✓
Location D	13693222	13692222		✓

Question: 10

For each item below, select Match or Error based on the location information.

	Original ID	Computer ID	Match?	Error?
Location A	49022344	49022344		
Location B	80569455	80569455		
Location C	22832563	22832563		
Location D	32762781	32762681		

Answer:

	Original ID	Computer ID	Match?	Error?
Location A	49022344	49022344	✓	
Location B	80569455	80569455	✓	
Location C	22832563	22832563	✓	
Location D	32762781	32762681		✓

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