



Phone-to-Phone Courtesy Counts

- A customer's experience with you on the telephone matters.
- Start by answering the phone when it rings. Then greet every caller with: "Thank you for calling the United States Postal Service." Identify yourself and your office.
- If you are busy assisting other customers, take a message and promptly call the customer back.

Personalizing service improves the customer experience.

And that's smart business.