

Postal Management Exam

As a Letter Carrier, have you ever wondered what the Postal Service Management Training Course is like? Perhaps you thought of going into management, via their training course. I have never been a postal supervisor and I have never played one in their training films, but after years of their abuse I have a cursory knowledge of the exam. I even have some study materials in front of me. Below are some multiple choice questions. Go ahead and see if you are management material.

What do you do as a Supervisor in the following situations:

I. How to Handle Overtime:

Situation: Carrier calls in from the street, states power out in Apartment Building, wants instructions on how to proceed.

- A. Will send some help.
- B. Ask building maintenance engineer for flashlight or lantern.
- C. And why did you call?
- D. Get the Hell back by Five and hang up!

Situation: Carrier calls in from the street, states he/she can't make it back by 5:00 because the ADVOS are taking longer than expected.

- A. Will send some help.
- B. Bring back X amount of ADVOS.
- C. Do the best you can.
- D. Get the Hell back by Five and hang up!

II. How to Handle Sick Calls:

Situation: Carrier calls in and states he/she won't be able to make it in today because of a sick child.

- A. No Problem, hope to see you tomorrow.
- B. Just let us know if you need more time.
- C. Don't you have a spouse?
- D. Tell your Damn spouse to watch the rugrat!

III. How to Deal with scheduling conflicts:

Situation: Carrier needs day off for a wedding, funeral, graduation, or a bar mitzvah.

- A. Thanks for letting us know in advance. we will cover your route.
- B. No Problem. you have enough leave. better than using sick leave.
- C. We can't cover your route, sorry.
- D. No Damn way! ... come in a half hour early & case two routes!

IV. How to Handle an Accident Report:

Situation: Carrier calls in to inform you he was just stung by a wasp.

- A. Ask carrier if they are having an allergic reaction,
- B. Inform carrier of possible first aid treatments.
- C. Didn't we cover this in the standup!
- D. When you get back from the street we are going to STING YOU with a Letter!

V. How to get carriers motivated to perform at their best:

- A. Encourage good working habits.
- B. Compliment & Recognize carriers for their extra effort.
- C. As a new supervisor, demand respect no matter what.
- D. At every service talk, discuss how our numbers are down and that we need more productivity to keep the post office profitable. Finish every talk by crediting customer service for all new changes.

Answers

If you answered D to all of the multiple choice questions you will have just graduated from the Postal Academy. Please go up to the desk for your cap & gown. All of you who did not answer D: return your pencil to the desk and to get the Hell back to your route!

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