

The survey says!

Retail postal outlets satisfy 98 per cent

A survey recently released by Canada Post Corporation shows that a large majority of Canadians are satisfied with the service they receive at retail postal outlets.

The survey, conducted in eight Canadian cities for the corporation by Anderson Strategic Research, revealed the 98 per cent of persons interviewed were satisfied overall with their local retail postal outlet. A total of 3,000 retail postal outlet customers were polled across the country.

The survey revealed that 98 per cent of persons interviewed were satisfied overall with their local retail postal outlet, 91 per cent were satisfied with the speed of service, 93 per cent said the service was friendly and 85 per cent said employees were courteous. Eighty

five per cent of customers were satisfied with the availability of postal information at the counter, 81 per cent said they appreciated the fact they could do their shopping at the outlet, 85 per cent said they would likely take advantage often of extended hours of operation and weekend openings, and 97 per cent said they thought postal counters in stores was a good idea.

"It's important to a customer-oriented business like ours to get feedback from the people who use our services," said Gil Hebert, general manager of Canada Post Retail Operations. "This survey confirms findings from polls taken in the past few years in rural areas, and shows a growing number of Canadians appreciate the service at these privately-operated postal outlets."



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Return home

Correction
Rev. Mary Campbell will not be back to take the pulpit at Norval and Union Presbyterian Churches until Sunday, August 9.

Get well wishes
Get well wishes to Mrs. Bill (Jackie) Richardson of Georgetown who is convalescing at home

Norval News

By KAY WILSON

following a stay at Georgetown Hospital with a heart problem.

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