



Service Measurement Tools Frequently Asked Questions

Frequently Asked Questions	Answers
1. What is a Service Measurement Tool?	Pads & Kiosks that are used to measure service satisfaction at branch counters/points of service. These devices allow for instant feedback and alerting based on real customer engagement with BotswanaPost.
2. What is the benefit of these tools?	The tools were installed for purposes of capturing customer feedback at post offices. The tools assist the organization in monitoring service quality, and help in informing process improvement which would lead to provision of excellent service to our customers.
3. Can we access them in all the branches?	Only 41 post offices across the country have the said tools with more to be added in the future.
4. How do we use them?	The tools have 5 questions that prompt one to give feedback on the service received. You press buttons in relation to how satisfied you were with the service.
5. In the absence of Service Measurement Tools what can one use to give feedback?	BotswanaPost has a WhatsApp Number (775 375 17) availed for complaints, compliments and any other feedback on service delivery. You can also contact Customer Service Team on 3911473 or enquiries@botswanapost.co.bw