



Postal Outlets: Guidelines on Office Outlook

1. General Outlook

- Postal outlets should be cleaned on a daily basis
- Postal Managers should request for cleaning materials from their respective Area Offices if they cannot get anything from Stores
- Spider webs should be removed from the walls and ceiling regularly
- Cleaning of windows should be done regularly to ensure that they are clean at all times
- The grounds should be clean, orderly and presentable at all times
- All excess, obsolete or broken furniture should be returned to Stores to create a clean working environment
- **The general guiding rule is; 'there must be a place for everything and everything should be in its place.'**

2. Flags

It is mandatory that businesses should fly the national flag during business hours. As a company we should also fly our corporate flag but in the event that this flag is not available or the flag is torn, then the flag should not be used.

In the event that an office does not have the national flag the postal manager should urgently submit their requests to their respective Regional Office because it is illegal to operate without flying the national flag.

Please note that;

- Torn flags are unacceptable
- Zimpost flags should not be flown without the national flag

The procurement of the Zimpost flags is done by Central Stores and regions should send their requests to store.

3. Grounds Maintenance

- All the grounds must be swept and should be maintained in an orderly manner. Things should not be thrown haphazardly around the premises
- Pavements around the offices should be swept and should be clean throughout the day
- Lawns should be trimmed and flowers well maintained
- The backyards of the premises should also be kept clean

4. Notices and Displays

- All Zimpost outlets should have the following mandatory displays;
 1. The Official President's Portrait
 2. The Mission Statement
 3. Delivery Standards
 4. The Tariffs Notice
 5. Transaction board showing products and services that are on offer
 6. Parcel Verification notice
 7. Notice to Senior Citizens
 8. Complaints submission procedure
 9. Inquiries Handling Procedure
 10. Business hours should be displayed at the post office entrance
 11. Clearance times should be displayed on all posting boxes

5. Display Layout

NOTICE	DISPLAY INSTRUCTION
President's Portrait	On the wall at the center of the designated portion in the banking hall
Mission Statement	On the right side of the Portrait but slightly below
Delivery Standards	On the left side of the Portrait on the same level with mission vision
Tariffs	On notice board if not framed
Parcel verification	On notice board
Notice to Senior Citizens	On notice board
Complaints submission	On Notice board
Inquiries Submission	On Notice board
Business Hours	At the post office entrance
Posting box clearance time	On each particular posting box

- All framed displays should be orderly hanged on the walls
- All other notices and posters should be put on the notice boards that are available in the Post Offices. Where additional notice boards are required,

Postal Managers should communicate with Support Services Section to have them installed.

- No posters or notices should be placed on walls or glass surfaces
- Notice Boards should be refreshed weekly i.e. remove all outdated information. **Zimpost notices however should not be removed**
- Postal Managers should assist tenants to put up their display materials at appropriate positions and in the acceptable manner
- Counter positions should be kept in an orderly manner as it is the face of the postal outlet
- Scales should be placed at a position that both the counter clerk and the customer can see
- A clean comments book and a pen should always be readily available at the counter for customers

6. Postal Manager's Office

- The office should be clean and orderly at all times
- Displays in the Postal Manager's office should be put up in a professional and orderly manner and not haphazardly
- The furniture should always be in a presentable state. All broken furniture should be sent to Property Services for attention

7. Circulation Branch (CB)

- All furniture and sorting frames should be placed in an orderly manner
- Cleaning materials and Bicycles should not be placed anyhow in the CB, rather cleaning materials should be kept in a store room or at a designated place
- Bicycles should be parked in an orderly manner in the cycle shed or at a designated portion of the back office

8. Kitchens and bathrooms

- The kitchens and toilets should be kept very clean at all times
- Postal Managers should ensure that offices are free of reddens and cockroaches.

For further details please contact Corporate Communications Manager - Ms. M. Banda on Ext 3206 or Direct line 04 755422, or Communications Officer Ms. Anna Munembe on Ext 3173 or direct line 761544 or the Regional Manager or the Regional Administrator.