Lobby Assistant Standard Operating Procedure

NON·REVENUE TRANSACTIONS

OFFICE NAME: DATE:

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Lobby Assistant Name | 08:30 | 09:00 | 09:30 | 10:00 | 10:30 | 11:00 | 11:30 | 12:00 | 12:30 |  |
| Non Automated Pickup |  |  |  |  |  |  |  |  |  |
| Respond to CFS Issues |  |  |  |  |  |  |  |  |  |
| Summon Supervisor at Customer Request |  |  |  |  |  |  |  |  |  |
| Change of Address-Exempt from Fee |  |  |  |  |  |  |  |  |  |
| Product/Services Rate Inquiries |  |  |  |  |  |  |  |  |  |
| Employment Application Inquiry |  |  |  |  |  |  |  |  |  |
| Voter Registration |  |  |  |  |  |  |  |  |  |
| Give Local Directions |  |  |  |  |  |  |  |  |  |
| Provide Philatelic lnfonnation or Catalog |  |  |  |  |  |  |  |  |  |
| Accept Hold Mail Request Fonns |  |  |  |  |  |  |  |  |  |
| Request Passport Fonn |  |  |  |  |  |  |  |  |  |
| Request Tax Fonn |  |  |  |  |  |  |  |  |  |
| Accept Consumer Service Form |  |  |  |  |  |  |  |  |  |
| Request/Submit Selective Service Fonn |  |  |  |  |  |  |  |  |  |
| Supply P.O. Box Holder Name/Address |  |  |  |  |  |  |  |  |  |
| Supply Permit Holder Name/Address |  |  |  |  |  |  |  |  |  |
| Miscellaneous Fonns |  |  |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |
| Lobby Assistant Name | 13:00 | 13:30 | 14:00 | 14:30 | 15:00 | 15:30 | 16:00 | 16:30 | 17:00 | 17:30 |
| Respond to CFS Issues |  |  |  |  |  |  |  |  |  |  |
| Summon Supervisor at Customer Request |  |  |  |  |  |  |  |  |  |  |
| Change of Address-Exempt from Fee |  |  |  |  |  |  |  |  |  |  |
| Product/Services Rate Inquiries |  |  |  |  |  |  |  |  |  |  |
| Employment Application Inquiry |  |  |  |  |  |  |  |  |  |  |
| Voter Registration |  |  |  |  |  |  |  |  |  |  |
| Give Local Directions |  |  |  |  |  |  |  |  |  |  |
| Provide Philatelic lnfonnation or Catalog |  |  |  |  |  |  |  |  |  |  |
| Accept Hold Mail Request Fonns |  |  |  |  |  |  |  |  |  |  |
| Request Passport Form |  |  |  |  |  |  |  |  |  |  |
| Request Tax Fonn |  |  |  |  |  |  |  |  |  |  |
| Accept Consumer Service Form |  |  |  |  |  |  |  |  |  |  |
| Request/Submit Selective Service Fonn |  |  |  |  |  |  |  |  |  |  |
| Supply P.O. Box Holder Name/Address |  |  |  |  |  |  |  |  |  |  |
| Supply Pennit Holder Name/Address |  |  |  |  |  |  |  |  |  |  |
| Mis:ellaneous Fonns |  |  |  |  |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |  |  |  |  |

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