



Highland Packing and Shipping Store Reflect on Successful Training Weekend

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Highland, IL. ? Local Highland packing and shipping store, The Mail Box Store recently co-hosted a basic training weekend alongside the Associated Mail and Business Centers (AMBC) in St. Louis, Missouri from April 26-28. Attendees came from all over the country for a weekend of networking and education in shipping, packing, and commercial mail receiving. Over 60 people attended the event. Many of the attendees were first time store owners or managers looking for more knowledge. Attendees who participated in the classes will receive certification to display in their store upon passing a course exam.

Barry Pfeiffer, a manager with The Mail Box Store and instructor for the Packing 1 course, said there were a lot of new faces in attendance, but some familiar ones as well. ?It?s great having different levels of experience in the room. The more experienced store owners can offer insights to the new owners who are just getting started. It also shows that you never stop learning, especially in this industry where policies and procedures are always changing.?

Attendees of the AMBC Basic Training Weekend spent Friday afternoon and most of Saturday and Sunday in class learning the basics as well as some tricks acquired from years of knowledge and experience. The

attendees were treated to a special trip Saturday night as two charter buses were brought to visit both locations of The Mail Box Store in Bethalto and Highland. They toured the new, state-of-the-art professional printing center in Highland, which opened in March of this year. The print center features digital presses, an envelope printing machine, an electronic cutter, and folding machine.

"We received a lot of positive feedback about our stores," Pfeiffer said. "People were very impressed with what we have to offer our communities and that our stores are so organized and well laid out." That includes the Bethalto location which just completed a full remodel in November 2018. The remodel features more display space with metal gridwall paneling, new laminate flooring, additional counterspace for customers to work, and new retail items for sale.

Pfeiffer said it all culminates in a full experience for the conference attendees. "It's one thing for our AMBC friends to hear us talk about how important these facets are in the classroom, but to see it in action and to know the people teaching them are doing the very things they're being taught drives the point home and brings everything full circle."

AMBC began in 1982 under the name Associated Mail and Parcel Centers (AMPC). The association was comprised of stores who sold stamps, shipped packages, made copies, and rented private mailboxes. It grew significantly in 1994 with national conventions becoming the norm. The association was transitioned to a not-for-profit organization in January 2014 and was rebranded as AMBC to represent the diverse business services offered by most of its members. The association now exists as a members-helping-members group which shares advice, precautionary tales, success secrets, and a helping hand to fellow members. They also serve as mentors, advocates, and educators to the retail shipping industry.

Basic Training Weekend 2019 was a great success and plans are already underway for a second St. Louis training event in April 2020. To learn more about The Mail Box Store, give them a call at 618-377-6245 or visit their website at www.themailboxstore.net.

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The Mail Box Store Highland

We are a small, family-owned and operated business based in the Midwest with a variety of services. Our goal is to provide an exceptional customer experience in meeting their printing, packing, and shipping needs.

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