

Customer Service Standards



Professionalism

- Dresses Professionally
- Arrives at Work on Time, Prepared to Work
- Speaks in a Collaborative and Respectful Manner
- Maintains a Positive Attitude
- Maintains A Professional Sense of Humor
- Attends Training and Maintains Competent Job Skills

Greetings/Connections/Conversation

- Extends Professional Greetings to Residents, Family Members and Team Members
- Communicates in a Warm and Friendly Manner
- Addresses People by Their Preferred Name
- Makes Eye Contact, Smiles
- Maintains Professional Body Language
- Creates a Visitor Friendly Environment (e.g., Greetings, Assistance with Directions, and Information)

Communication

- Communicates in a Clear and Concise Manner
- Completes Appropriate Hand-Offs at Change of Shift
- Speaks with the Resident at Eye Level
- Provides Positive Messaging, Words and Action (e.g., “Are You Short Staffed Today?” “Our Staff Are Assisting Other Residents, How Can I Assist Your Family Member”)
- Communicates Current and Timely Information About Resident Care Needs (e.g., Shift Report, Change in Condition)
- Provides Timely Communication to Family Members with Resident Change in Condition

Resident Care

- Responds to Resident Care Needs in a Timely Manner
- Trustworthiness - (Returns to Resident Room as Stated, “I’ll Be Back in 10 minutes”)
- Knocks Before Entering a Resident’s Room
- Acknowledges the Resident Prior to Providing Care and Mobility Assistance (e.g., moving their wheelchair)
- Provides Information and Explanations About Cares
- Creates a Family Friendly Environment (e.g., Greetings, Updates on Their Family Member)

Culture and Teamwork

- Appreciates Diversity in Culture, Preferences, and Language
- Avoids Gossip
- Supports the Work of the Team (e.g., Task Assistance, Job Reassignment as Necessary)
- Speaks Well of Co-Workers, Managers and Leaders, the Organization, Residents and Family Members
- Understands the Mission and Vision of the organization and how the Mission and Vision applies to the employee's job responsibilities

Quality of Care

- Respects the Privacy, Dignity and Confidentiality of Residents
- Maintains Situational Awareness of Resident and Family Needs (e.g., New Resident, Resident on Hospice)
- Reports Service and Quality Issues in a Timely Manner to Supervisors/Managers
- Ensures Follow-Through on Resident and Family Care Concerns, Complaints and Questions

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