

Volunteer Orientation/Annual Training Customer Service Excellence Commitment

Customer service is an integral part of University Medical Center. Each Volunteer is accountable for his/her own actions and behavior, and is responsible for abiding by our Core Values to deliver the highest level of care and service to our internal and external customers. Our Core Values are Reverence—committing to be respectful of our relationships with all people. Integrity—committing to being honest, direct and truthful in all our relationships. Compassion—committing to being aware of the suffering of another coupled with the deep desire to relieve it. Excellence—committing to doing our best as stewards of our resources and delivering superior service. The headings of Reverence, Integrity, Compassion, and Excellence are the acronym of RICE. You are a model of customer service excellence when you demonstrate:

Respect—Treat patients, families, partners in care, and each other with fairness and understanding.

- *Be courteous to all.
- *Minimize noise levels in patient care areas.
- *Respect patient and employee privacy and confidentiality.
- *Knock on the door before entering a room.
- *Honor and respect each individual's unique diversity.
- *Do not gossip.
- *Recognize and adapt to differing viewpoints and opinion.
- *Do not judge or stereotype.

Integrity—Set an example of trustworthiness, honesty, confidentiality and reliability.

- *Welcome and support new team members.
- *Wear your badge above your waist with photo visible.
- *Be accountable; take personal responsibility for your attitude and behavior.
- *Be proactive, come ready to give service and follow through
- *Smile warmly, give eye contact, and introduce yourself using AIDET. (Acknowledge, Introduce, Duration, Explanation, Thank You)
- *Build collaborative relationships both inter-and intra-departmentally.
- *Encourage patients, families, and partners in care to ask questions.
- *Be on time, meet deadlines.
- *Use time, materials and resources wisely.
- *Respond positively to requests for information, suggestions and assistance.
- *Constructively handle confrontations and conflicts with tact and without placing blame.
- *Teach what you have learned and mentor.

Compassion—Respond to the needs of patients, families, partners in care, and each other in a caring, positive, and proactive manner.

- *Have a positive attitude each day.
- *If you cannot help, find someone who can.
- *Show kindness, compassion, and care.
- *Take time to assist customers. If a customer looks lost or confused offer assistance.
- *Apologize for problems, inconveniences, and delays.
- *Practice elevator etiquette as explained in the Volunteer Orientation handbook.
- *Take responsibility to make right what is wrong.
- *Use appropriate verbal language, gestures, body language, and tone of voice.
- *Explain information at the appropriate level. (Age-appropriateness)
- {Anticipate and meet customer expectations.

Excellence – Commit to doing our best as stewards of our resources and delivering superior service.

- * Maintain a clean and safe environment.
- * Be aware of wasteful practices and offer suggestions for improvement.
- * Offer your ideas for improving safety
- * Innovate. Seek creative solutions for the benefit of the customer, team and University Medical Center.
- * Promptly report and correct any unsafe condition.
- * Respond immediately to equipment alarms and reassure patients.

Processes –Phone/Call Light Etiquette, AIDET, LAST

Proper Phone/Call Light Etiquette

- *When answering, use proper scripting: Identify your department, your name and ask, “How may I help you?”
- *SMILE! People can actually hear it in your voice!
- *Take the time to route calls to the appropriate destination and share that phone number before transferring.
- *Thank the caller and wait until they hang up first.

AIDET

- *Acknowledge: the patient or internal customer, by name if possible.
- *Introduce: yourself and what department you represent.
- *Duration: Describe what you’re there to do.
- *Explanation: everything! Describe test, processes, why things are happening, and what happens next.
- *Thank You: for choosing our hospital, for allowing you to work with them, for their patience.

LAST(when encountering complaints)

- *Listen: with understanding and without interrupting and then use responsive feedback questions, “What I think I heard you say was...”
- *Apologize: without placing blame.
- *Solve: by making the manager of the unit aware.
- *Thank You: for choosing our hospital, for allowing you to work with them, for their patience.

I acknowledge that I have received the Customer Service Excellence Commitment, read through it, and will follow the standards listed. Deviation or violation of the standards can result in progressive corrective counseling up to and/or separation of volunteering from University Medical Center.

Name (Please Print)

Signature

Date