

Mary Free Bed Rehabilitation Hospital – Organizational Service Standards

Mary Free Bed's organizational service standards are outlined below.

Positive Image

- Exhibit professional appearance and work activity at all times.
- Always wear name tag.
- Smile and use a cheerful voice and intonation.
- Take pride in and promote Mary Free Bed. Speak highly of the services provided and speak confidently and positively of coworkers and team.
- Pick up trash and wipe up small spills and report the need of repairs and/or major clean up to the appropriate department.

Privacy & Respect

- Treat customer and staff information with confidentiality.
- Knock, and ask permission to enter before walking into a patient's room or coworkers' private workspace; ask if "now" is a good time.
- Address customers by their preferred name and title.
- Go the extra mile: Ask, "Is there anything else I can help you with?" after every encounter.
- Arrive on time for meetings and appointments. When conducting meetings, begin and end on time.

Phone Etiquette

- Answer phone with a friendly and informative greeting, providing the organization's name, department name, name of person speaking and ask how you may help the caller.
- Listen, ask questions and verify the customer is being transferred to the correct extension. If intended recipient is not in, offer options (e.g., voicemail or written message).
- Provide callers with the correct department/person and phone number they need before transferring the call to the appropriate department.
- Give the appropriate toll-free number and extension to those who are making a long-distance call.

Wait Time

- On arrival, inform customer immediately of any prolonged wait time. Apologize, state reason for delay and expected length of time before service. Ensure comfortable waiting space.

Hospitality

- Greet customers with eye contact, a warm smile and hello and an "action" mindset. When known, address customer by name.
- Avoid jargon and speak in words and terms slowly enough for others to understand.
- Be alert to customers needing assistance and ask if you can help them.
- Escort customers to their destinations if they appear to be unsure or look lost.
- Use service recovery standards at all times when dealing with a service breakdown situation:

Apologize and establish your intentions to help; get the facts; develop solutions or manage problems you can't solve; implement solutions.