

KNAPP MEDICAL CENTER

CUSTOMER SERVICE STANDARDS

Knapp Medical Center ...
Delivering Compassionate, Competent Care in the Heart of the Valley

Incredible Customer service is not complicated to understand. In essence, it is a simple, clear *Golden Rule*--treat others like you want to be treated--approach to people every hour of every day, each week of every month.

Customers are people you serve everyday---patients, family, visitors, doctors, vendors, volunteers and yes, even other employees.

KMC's expectations listed below will help guide you to better meet the needs of our customers in a sensitive, caring environment. Take these to heart. Let them become a part of your professional expertise.

Every customer, whether internal or external, should be greeted, valued, listened to, helped and invited to make contact again – G-VAL-HI.

G-VAL-HI uses these six steps or expectations:

Greet People

Be personable, make eye contact, smile and say "hello" to your customers.

Value People

Remember that customers make your job possible.

Ask People

Ask the customers how you can help.

Listen to People

Listen to your customers to determine their needs.

Help People

Help your customers or direct them to someone who can help.

Invite People

Invite your customers to ask you for help again.

C U S T O M E R • S E R V I C E • P H I L O S O P H Y give the extra inch!



Treat others like you want to be treated.