



# PILLARS OF SERVICE EXCELLENCE

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1. **Appearance:** Our appearance is our reflection of both ourselves and our organization. You only have one chance to make a great first impression!
2. **Attitude:** Stay positive in every situation. Take control of the way you react. Success is an attitude and attitude equals success.
3. **Communication:** Clear and concise communication is key to providing optimal customer service.
4. **Commitment to Customers:** Our customers are the purpose and reason we are here. They deserve our full attention and respect in all that we do.
5. **Commitment to Staff:** Each employee is expected to treat coworkers with respect and provide assistance whenever needed. Teamwork is essential to a successful organization.
6. **Ownership:** We are all responsible for the success of our organization. Taking pride in our jobs creates a sense of ownership and dependability promoting employee and customer satisfaction.
7. **Appreciation:** Demonstrate your gratitude towards others. As Michael LeBoeuf said, "What gets recognized and rewarded gets repeated."
8. **Performance:** Focus on enhancing your reputation as a facility that customers can rely on to deliver care that promotes empathy, dignity, and respect for all.
9. **Service:** Provide selfless service. Always go above and beyond to make a difference.
10. **Excellence:** Excellence is doing 1,000 things 1% better. Anything you can do, you can do better.