



Standards of Service Excellence C-A-R-E	
STANDARD	PERFORMANCE EXPECTATIONS
<p>Communication We are committed to communicating effectively with our customers in order to meet their needs.</p>	<ul style="list-style-type: none"> • Be an effective communicator • Keep customers informed • Protect privacy & confidentiality • Use established scripting • Identify yourself appropriately
<p>Attitude We are committed to serving our customers with the utmost care and courtesy.</p>	<ul style="list-style-type: none"> • Demonstrate compassion • Demonstrate hospitality • Demonstrate stewardship • Treat everyone as the most important person • Take pride in personal and facility appearance
<p>Responsiveness We are committed to anticipating and responding to the needs of our customers.</p>	<ul style="list-style-type: none"> • Follow through and follow-up • Own service recovery • Anticipate and respond to people's needs
<p>Engagement We take ownership of all we do, and responsibility for the outcomes of our efforts.</p>	<ul style="list-style-type: none"> • Own each situation • Demonstrate commitment to coworkers • Be innovative, find solutions • Collaborate with others to deliver the highest quality care or service

I have read and understand the Avera Standards of Excellence and agree to practice them if employed with an Avera facility.

Printed Name _____

Signature _____