



## WORLD CLASS SERVICE STANDARDS OF PERFORMANCE

All staff members at Salina Regional Health Center, whether employees, interns, volunteers, or observers are committed to WORLD CLASS SERVICE. In every way, by our appearance, attitudes, and actions, we serve to meet the needs of our guests and to help each other. Friendliness, good manners, communication skills, concern for others, and performance excellence are expected of all employees, interns, volunteers, or observers at Salina Regional Health Center.

<b>Appearance</b>	Cleanliness, good grooming, approved dress, name pin, and smile all contribute to World Class Appearance of our Health Center.
<b>Attitudes</b>	Courtesy, respect and desire to help others are always World Class Attitudes! Choose to bring good attitudes with you to the Health Center and practice them. YOU control your attitudes, not someone else or a "bad day."
<b>Actions</b>	How you can help others or make them more comfortable is the foundation for World Class Actions. Make it a habit to do things right the first time! Treat others as if they are the most important people at our Health Center. (They, and you, are!)
<b>Friendliness</b>	Cheerfulness contributes to a pleasant work place for everyone and eases stress and reassures our patients. Share good humor and laughter to build friendships, but never at the expense of someone else.
<b>Good Manners</b>	Acknowledge Health Center visitors by making eye contact and smiling. Ask how you can be of help..... and listen attentively to their questions or requests. Respond with courtesy and accurate information. If you cannot help a guest, promptly find someone who can.
<b>Communication Skills</b>	Make a habit of saying hello, please, thank you, you're welcome, and good-bye to guests and staff. If you have disappointed someone, say I am very sorry and ask "What can I do to help?" Introduce yourself to guests and address adults respectfully by name (as "Mr. Rose") when known. Discuss concerns or complaints privately with the person you are observing (your mentor), rather than with others in public places.
<b>Concern for Others</b>	Always maintain the privacy, dignity, respect, and confidentiality of patient information and Health Center business in communications. Reserve public elevators and visitor parking places for Health Center guests. Wash hands often and well to control the spread of infection to ourselves, co-workers, and guests.
<b>Performance Excellence</b>	Report for assignments on time; know your duties and resources available to assist staff and guests. You must be with your mentor at all times unless plans have been <b>pre-arranged</b> to participate with another mentor. Ask questions if you aren't sure of what you are to do or where you are to be. Commit to a personal standard of excellence as a World Class Service team member.

I have read and will uphold these performance standards at Salina Regional Health Center and understand that failure to do so can result in my being asked to leave the program.

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Signature

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Date