

VCUHS Customer Service:

Performance Expectation: All customers are to be treated courteously, quickly and with respect while performing all tasks and duties of the position. Indicate whether Employee demonstrates customer service standards described below.

Value: Employee will value each person with whom he/she interacts by demonstrating respect, integrity, and acceptance and value the organization in which he/she serves through taking responsibility for its success, appearance, and safety.

Underline

E P N

Commitment – Employee is committed to excellence in his/her performance, support of the VCUHS mission, stewardship of resources and protection of the VCUHS environment.

E P N

Understanding – Employee will strive to understand the needs of others, respect their privacy, communicate completely, treat them with dignity and demonstrate appreciation of cultural differences.

E P N

Hospitality – Employee will embrace others with hospitality, kindness, open mindedness and a willingness to help.

E P N

Service – Employee will provide service to all guests efficiently, professionally, courteously and promptly.

E P N

Comment:

Key:

E = Exceptional

P = Proficient

N = Needs Improvement

Check Overall Rating Received on Customer Service: ___ Exceptional ___ Proficient ___ Needs Improvement