**How is Service Excellence accomplished?**

* **Be Aware** of and concerned about how your demeanor and actions affect patients, visitors, staff, and other volunteers.
* **Break the Ice** - Smile! It costs nothing. Make eye contact, introduce yourself, and lend your assistance.
* **If someone looks lost**, instead of giving them directions, take them there.
* **Anticipate needs** - You’ll often know what people want before they ask.
* **Respond quickly** - When your help is needed from a patient, provider, etc., take care of it as quickly as possible. For a sick patient, every minute could seem like hours or days.
* **Maintain privacy and confidentiality** - Knock before you enter a patient’s room. Watch what you say and where you say it. Protect personal information.
* **Maintain dignity** - Close doors or curtains to give privacy. That patient could be your friend, your child, and/or your spouse.
* **Listen and Act** - Don’t blame others for issues. Listen, then do all you can to resolve the issue.