

N: The Road to Remarkable: Service Standards

The Road to Remarkable: Service Standards

Consider the following for attending this education:

- Would you like to learn ways to apply the service excellence standards in every dimension, every time?
- Are you comfortable with providing feedback to peers around service excellence?
- Do you sometimes find a disappointed customer and have trouble knowing what to say?

If your answer was “**yes**” to any of the above, then this education will give you the tools to recognize and demonstrate service excellence!

Who should attend?

This class is designed for all Novant Health team members!

Webinar date and time

Thursday, October 7, 9 a.m. to noon

This course has been converted to a virtual format due to the COVID-19 situation. Please enroll in the class and you will be contacted with further instructions.

Register in I-Learn by browsing for: CEL3848 The Road to Remarkable: Service Standards. After registering, you will receive a confirmation email for the event with further details.



Objectives

The information shared in this course will help you to:

- Acknowledge the benefits of service excellence.
- Discuss the importance of modeling the standards.
- Describe the standard’s importance to our vision and to you personally.
- Use scripting and feedback to enhance the service excellence standards.
- Use the service recovery model when a customer’s needs are not met.

ANCC credit

3.5 contact hours

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