

# N The road to remarkable: Service standards training

## Invitation to The road to remarkable: Service standards training.

Consider the following for attending this training:

- 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 training will give you the tools to recognize and demonstrate service excellence!

### Who should attend?

This class is designed for all Novant Health team members! Attendees are required to follow the **Novant Health professional image policy** for class admittance.

### Date, time, and location

**Wednesday, February 6, 8:30 a.m. to 12:30 p.m.**

Midtown Medical Plaza

Magnolia classroom

1918 Randolph Road

Charlotte, NC 28204

Register in I-Learn by browsing for: z3848 The road to remarkable: Service standards training. 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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