



The Road to Remarkable: Service Standards Education

Invitation to: The Road to Remarkable - Service Standards Education.

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! Attendees are required to follow the **Novant Health professional image policy** for class admittance.

Dates and times

Wednesday, September 23, 8:30 a.m. to 12:30 p.m.

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: z3848 The Road to Remarkable: Service Standards Education. 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

Novant Health Nursing Professional Development is an approved provider of nursing continuing professional development by the North Carolina Nurses Association Credentialing Center’s Commission on Accreditation, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.