

Name: _____



At Strong Memorial Hospital, every member of our team is required to make a personal commitment to service excellence. We expect that you will embrace the Strong Commitment and make it central in your work life at Strong, each and every day.

The Strong Commitment ...means I CARE

INTEGRITY—I will conduct myself in a fair, responsible, and trustworthy, manner.

COMPASSION—I will act with empathy and understanding towards others.

ACCOUNTABILITY—I have an obligation to take responsibility for my actions and to join with my colleagues in realizing the hospital's vision.

RESPECT—I will treat patients, families, and colleagues with dignity and sensitivity, valuing their differences.

EXCELLENCE—I will rise above the ordinary through my personal efforts and those of my team.

Expected Behaviors for Service Excellence

APPEARANCE AND LANGUAGE

- ♦ Wear neat, proper dress, including a visible ID badge.
- ♦ Use words and tones appropriate to a health care setting.

GREETING AND ASSISTANCE

- ♦ Greet others warmly.
- ♦ Introduce yourself and explain your role.
- ♦ Offer assistance and escort guests to their destination if needed.

OWNERSHIP AND HOSPITALITY

- ♦ Keep our hospital clean (report spills, pick up trash and reduce clutter)
- ♦ Always give patients and families priority (in elevators, lines, parking lots)

RESPECT AND "RECOVERY"

- ♦ Respect every person's privacy (knock before entering a room, pull privacy curtains where possible)
- ♦ Acknowledge patients' or families' dissatisfaction; apologize for any inconveniences; correct when possible.

TEAMWORK AND INNOVATION

- ♦ Be creative in solving problems; don't blame others or offer excuses.
- ♦ Value and support your co-workers and actively participate in team success.
- ♦ Be flexible and willing to listen to ideas that are different from your own.

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In addition, Medical Center Libraries and Technologies (MCLT) has identified, and commits to, the following additional behaviors as being essential to attaining service excellence in its unique environment:

Expected MCLT Behaviors for Service Excellence

APPEARANCE AND LANGUAGE

- ♦ Use words and terms easily understood by all library users; avoid professional jargon or “library lingo.”

GREETING AND ASSISTANCE

- ♦ Make customer service the highest priority by interrupting other work to offer assistance.
- ♦ Be cheerful, conveying with a smile and body language that you’re ready to help.
- ♦ Provide welcoming, honest, prompt, respectful, high-quality service to all customers despite their status or the nature of their questions or information requests.

OWNERSHIP AND HOSPITALITY

- ♦ Help keep common areas, appliances, and equipment clean and neat.

RESPECT AND “RECOVERY”

- ♦ Respect the personal space and property (real and virtual) of customers and co-workers.

TEAMWORK AND INNOVATION

- ♦ Take an interest in the activities of other service areas/departments.



Through my signature on this form I make the Strong and MCLT Commitments. By doing so, I agree to uphold the Strong and MCLT Commitment values and consistently demonstrate expected behaviors in my interactions with patients, families, and colleagues, as well as all library users and MCLT customers.

Signature: _____

Date: _____

