

CODE OF CUSTOMER SERVICE

1. Greet resident or guest with a **smile** and **hello**. Acknowledge other people in the room with a proper greeting.
2. Address the resident or guest by **Mr.** and **Mrs.** or by using the name they prefer.
3. Knock on each resident or guest door and await permission before entering.
4. Talk to the resident as appropriate while performing a task.
5. Ask if there is anything else you can do for the resident or guest before you leave the room.
6. If unable to perform the requested service or additional help is needed, explain that to the resident or guest and get the proper staff to assist you. Give a reasonable time in which it will be done. **Do not make promises you cannot keep.**
7. **"That's not my job"** is never a proper response.
8. Move close to the resident to speak and address them at eye level.
9. Escort the resident or guest to where they want to go or who they need to see. **Do not point them in the general direction.**

