**Customer Service Commitment**

As you know, you never get a second chance to make a first impression, so it needs to be done correctly every single time. Ridgeview Institute – SMYRNA holds its employees to the highest standards of customer service both internally and externally on the phone as well as in person. RIDGEVIEW INSTITUTE - SMYRNA has developed a customer service initiative called **Project IMPACTS**, which stands for **"Individuals Maintaining Positive Attitude and Commitment to Service."**  All employees are expected to adhere to our customer service expectations.

Effective immediately, we are instituting **three** key customer service initiatives:

1. **Telephone Etiquette** - When the phone rings, it will need to be picked up by the 3rd ring. Anyone on the unit near the phone should answer it. When you answer the phone, please identify yourself by name, the hospital name and unit. Ask how you can help the caller. An example of this would be *"Thank you for calling RIDGEVIEW INSTITUTE - SMYRNA, this is Toni, how can I help you?"* If it is an internal call to a unit, please identify the unit *"Adolescent unit, this is Toni, How can I help you?"* This is how the phone is required to be answered every time it rings.

2. **Customer Greeting**- Greet each guest (patient, family member, service provider) with a smile and courtesy each and every time you pass them in the hall, on the unit or when you see them in the lobby. Anticipate that the guest needs assistance finding their way before they ask. Communicate in a way that is respectful and courteous. When a fellow co-worker is passing you in the hall or unit please say hello to them, make eye contact and be kind. Treat every individual the way that you would like to be treated.

3. **Team Member Commitment** – It is not acceptable to be rude or unkind to patients, co-workers, new coworkers, family members, guests, visitors, or anyone else that is on the Ridgeview Institute – SMYRA premises. It is the expectation that coworkers ensure new coworkers feel welcome and supported as they learn their role at the facility. It is not acceptable for any coworker to gossip, talk negatively, or share personal information about another coworker. The Ridgeview Team is only as strong and committed as its staff members. It takes everyone to working at Ridgeview Institute Smyrna to make a difference!

We can only build a foundation for great customer service if we work to ensure that every patient, guest, family member and coworker is greeted with respect, kindness and courtesy each and every time we encounter them and each other.

As a dedicated employee of Ridgeview Institute - SMYRNA, I commit to support the philosophy of excellent customer service. I promise to practice these principles each and every day with every individual that I encounter both in person and on the phone. I am dedicated to making customer service my first priority from this day forward. I understand that if I do not follow the philosophy that corrective action will be taken up to including termination. **Ridgeview Institute Smyrna has a zero tolerance in 2023 for anyone not following the customer service philosophy at the facility.** At Ridgeview Institute-Smyrna, we promote that "Making a difference in the lives of people is what we are all about" and this starts with me.

Staff Signature

Staff Printed Name

Title: Date: