

Promotional: Customer Service Strategies

You **MUST print this for Continuing Education purposes and keep with your certificate of completion.

Requirements:

For successful completion of this educational activity and receipt of 0.5 contact hour(s), the learner must:

1. Participate in 30 minutes of continuous learning.
2. Complete a quiz with a minimum score of 85%.
3. Complete an evaluation form.

Educational activity description:

Great customer service is the expectation of persons served in healthcare settings as well as a regulatory focus area. This educational activity is targeted for all staff and volunteers who are customer facing. It defines the principles of customer service with application to various roles within a setting.

Target audience:

The target audience for this educational activity is all staff in the long-term care setting and other interested volunteers and contract workers. This is an intermediate level educational activity.

Learning outcome:

At the completion of this educational activity, the learner will be able to demonstrate knowledge about customer service strategies by passing a quiz with 85% or greater accuracy.

Learning objectives:

At the completion of this educational activity, the learner will be able to:

1. List three (3) benefits of good customer service.
2. Identify three (3) customer expectations customers for long-term care staff.
3. List three (3) ways respect can be shown to customers in long-term care.

Author:

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Don is the founder and CEO of Christians Caring for Creation, Inc. and currently serves as Adjunct Professor of Religion at Lenoir-Rhyne University. Prior to that he served for 35 years in pastoral ministry in Virginia and North Carolina. He earned a Doctorate of Ministry degree from Columbia Theological Seminary (PCUSA), a M.Div. from Southeastern Baptist Theological Seminary. Don has authored several books in the fields of church history, spiritual formation, and children's religious education. He has recently served on the Board of Trustees for Campbell University in North Carolina and the Board of Directors for The Baptist Center for Ethics in Nashville, Tennessee. Don has spent many hours offering spiritual care in hospitals, hospice care facilities, nursing homes and assisted living facilities with many people he knew well or not at all, including his mother who lived for five years in such an environment.

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