

**Customer Service Standards of Excellence**  
**Missouri Slope Lutheran Care Center**  
**Valley View Heights**

Definition of a Customer - Anyone who walks through our doors that we have interactions with; including our residents, tenants, families, visitors, and employees.

1. I give a warm and sincere greeting, maintain eye contact, and use the customer's name - if known.
2. I give a warm good-bye, maintain eye contact, and use the customer's name - if known.
3. I build strong relationships and create customers for life.
4. I will be customer-focused when I listen to the needs of our customers and then do whatever I can to satisfy those needs.
5. I am empowered to create unique, memorable, and personal experiences for our residents.
6. I understand my role in our mission: Founded in Christian faith, we enrich lives with love and compassion.
7. I believe in honesty and truthfulness and strive for straight-forward, open communication in my interactions with others.
8. I respect the equality, rights, and dignity of all.
9. I pursue high quality standards of service through vision and goal setting.
10. I embrace compassion in a Christian manner through kindness, empathy, sensitivity, and attentive listening.
11. I continuously seek opportunities to demonstrate and improve my customer service.
12. I am empowered to resolve customer problems.
13. I create a work environment of teamwork so that the needs of our customers and each other are met.
14. I have the opportunity to continuously learn and grow.
15. I am involved in problem solving of the work issues that affect me.
16. I am proud of my professional appearance, language, and behavior.
17. I protect the privacy and security of our residents, my fellow employees, and our confidential information and property.
18. I am responsible for uncompromising levels of cleanliness and creating a safe and accident-free environment.