

**CRUSADER COMMUNITY HEALTH
APPLICATION REQUIREMENT
CUSTOMER SERVICE STANDARDS OF EXCELLENCE**

All employees of Crusader Community Health are accountable for delivering high-quality customer service as defined by the ***Customer Service Standards of Excellence*** outlined below.

As a prospective employee, we believe that it is important that you understand these expectations prior to applying for a position at Crusader Community Health.

Please read the following standards. Checking the box next to each statement and signing below indicates that you understand each standard and that you realize that you will be expected to deliver the Customer Service Standards of Excellence when you interact with Crusader Community Health patients, their families and fellow employees. If you do not indicate agreement with all of the following Customer Service Standards, you will likely not be considered for employment opportunities at Crusader Community Health.

CUSTOMER SERVICE STANDARDS OF EXCELLENCE

<i>I agree to:</i>	
<input type="checkbox"/>	Acknowledge our guests immediately, greet them with a smile and tell them my name.
<input type="checkbox"/>	Treat every guest with kindness and respect. Preserve the dignity of each guest by showing consideration for their needs and feelings. Understand, appreciate, and embrace the diversity of those we serve. Use courteous language and demonstrate patience by displaying a calm and warm demeanor.
<input type="checkbox"/>	Respect and protect the privacy of our guests at all times.
<input type="checkbox"/>	Deliver what we promise, take ownership and make a positive difference for our guests. Exceed expectations and ask "what else can I do?"
<input type="checkbox"/>	Anticipate the needs of our guests and offer assistance. Find ways to solve problems. Be open to other points of view and offer feedback.
<input type="checkbox"/>	Make our guests' experience positive and memorable. Serve with integrity.
<input type="checkbox"/>	Take pride in how I and my work area appear to others. Demonstrate quality in my work through accuracy, punctuality, continuous education and initiative.
<input type="checkbox"/>	Listen and communicate courteously. Deliver optimism. Be attentive. Be respectful.
<input type="checkbox"/>	Deliver Crusader Community Health's mission each and every day. I understand that I represent all Crusader employees when interacting with each guest.
<input type="checkbox"/>	Respect my coworkers by acknowledging the value of everyone's contribution. Find ways to help your co-workers and our guests. Focus on mutual goals and act on opportunities to help others. Share information and ideas for team improvement.

Print Name

Date

Signature

Date