

Hanover Hill Health Care Center  
Customer Service Pledge

*A Commitment to Excellence*



Our pledge to our customers

We will...

- ◆ Welcome each customer to our facility with a smile at all times.
- ◆ Treat our customers with respect, dignity and care while working to make HHHCC a safe, comfortable, and warm environment for all.
- ◆ Make an effort to understand each customer, taking the time to listen, follow through and be open and honest with each person we encounter.
- ◆ Respect each customer as their own person by promoting independence and recognizing each customer as a unique individual.
- ◆ Take the time to be genuine, courteous, and considerate, always showing compassion towards others.
- ◆ Give our customers the ability to make decisions, providing them with choices whenever possible.
- ◆ Welcome and appreciate customer feedback.
- ◆ Constantly strive to make Hanover Hill Health Care Center a better place for every customer that walks through our door.
- ◆ Assume ownership for our own actions and those of the facility, making every effort to address customer questions and encouraging customer feedback.

Our pledge to each other

We will...

- ◆ Respect each individual and appreciate each others' differences.
- ◆ Value other peoples' time and effort within the organization.
- ◆ Act professionally at all times; taking responsibility for our own actions.
- ◆ Communicate clearly and maintain a positive attitude, providing constructive feedback when necessary.
- ◆ Take others' opinions into account to ensure that decisions are made fairly.
- ◆ Handle concerns with others appropriately and show fairness to everyone involved..

**Customer satisfaction is a direct reflection of our effectiveness as an organization.**

*By signing this pledge, I will agree to do my best to follow the customer service guidelines that our facility has set forth.*

X \_\_\_\_\_  
(Signature)