

## POINTS OF QUALITY SERVICE, GUIDELINES “THE 3 C’s”

### **-CONNECT!**

1. Smile and/or Look concerned
2. Eye contact
3. Friendly greeting
4. Reassure & Empathize
5. Courtesy
6. Awareness of your tone
7. Listen, no interrupting
8. Find common ground

### **-CONSULT!**

9. Use positive words
10. Understand patron’s situation and goals
11. Offer complete and accurate solutions
12. Accommodate needs
13. Explain resolutions and options clearly and correctly
14. Create self-sufficiency when possible
15. Offer ‘extra mile’ assistance

### **-COMPLETE!**

16. Recap what you’ve done for the patron
17. Finalize the interaction in detail
18. Explain the next steps
19. Ask ‘final help’ question
20. Express genuine thanks!!

If we can stick to these guidelines, every patron will continue to have a great experience with our team of caring responders!! Thank you!!

Event Medicine