

EXEMPLARY SERVICE EMPATHY

Participant Guide

WHAT IS EXEMPLARY SERVICE?

To provide Exemplary Service to our residents and fully understand “their story”, we must possess a very important trait called **EMPATHY**.

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What is Empathy?

“Empathetic people are superb at recognizing and meeting the needs of clients, customers, or subordinates. They seem approachable, wanting to hear what people have to say. They listen carefully, picking up on what people are truly concerned about, and respond on the mark.”

- Daniel Goldman
Leading Psychologist and Author

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Touch Point - Completing Service Requests

- Make a great First Impression
- Opportunity for us to be Empathetic
- Demonstrate a caring attitude and provide Exemplary Service
- Always ask, “Is there anything else we can do for you while we are in the home?”

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