



Service Excellence Professional

Certification Program

Information Packet 2016



Beaumont University
Service Excellence Professional
Certification Program

The overall purpose of this certification program is to elevate the level of Beaumont's everyday service excellence. Candidates must fully embrace the Beaumont Standards as the guide for how we treat people, each and every day on the job.

Our goal here at Beaumont University is to help you obtain this special status as a role model in service excellence. You will be identified and recognized by Beaumont leaders, your fellow co-workers and all others as someone who goes the extra mile when it comes to providing quality service here at Beaumont.

The process for certification as a Service Excellence Professional is listed below:

1. You will have 18 months to complete the training portion of your program, which consists of the list of required training modules and any combination of additional hours of elective training. (See course outline for details.)
2. You will receive credit for the following online modules if you have taken them within the last 12 months:
Information Privacy and Security Compliance
3. If you have taken any of the following classroom courses within the past 12 months, you will get credit for them:
 - a. Being Part of a Team
 - b. Leave Them Feeling Good
 - c. Adding Style to Service Excellence
 - d. Defusing Anger
4. If you have taken S.A.F.E. within the past three years you will receive credit for that towards your certification. You are required to have either S.A.F.E. OR Defusing Anger: Getting Back to Calm for your certification.
5. After all of your training has been completed, you can begin your 90-day period of observation. Your Manager or Supervisor or designee will be the observer, and at the end of the 90 days must be willing to certify that you are a role model of service excellence, within your own department and to the rest of the hospital.
6. To obtain your observation toolkit please contact Lisbeth O'Malley at Beaumont University at Lisbeth.o'malley@beaumont.org.
7. **Once your observation period is complete please send your completed observation paperwork to Beaumont University at 275-PNC.**

8. Candidates who successfully complete the training and observation period will be recognized and acknowledged as a certified Beaumont Service Excellence Professional! They will receive an authenticating certificate and distinguishing ID pin. Most importantly, Human Resources will designate them as a "Desired Candidate".

If you have any questions, please Beaumont University at 248-27-36309.



“Service Excellence Professional” – Certification Program
Beaumont University
 January 2016

Goal of Certificate Program: To enhance the level of service excellence within the Beaumont Hospitals. This will require an integrated, comprehensive customer service program that encourages staff to learn and practice the Beaumont Standards in achieving higher levels of performance in the various aspects of service excellence.

Strategy: To provide the opportunity for individual staff to achieve the distinction of being designated as a Beaumont Hospitals “Service Excellence Professional” who will then champion and role model to others, service excellence behaviors.

SERVICE EXCELLENCE PROGRAM

Required Training Learning Units.		eLMS Code	Type	
			Online	Classroom
Information Privacy and Security Compliance	Respect – Confidentiality	MND1601	X	
Being Part of a Team	Ownership - Teamwork	EED 2000		X
Leave Them Feeling Good	Attitude - Courtesy	EED 2007		X
Coworkers are Customers Too	Teamwork	OSEC16011	X	
Ground Rules for Service Excellence	Respect	OSEC16013	X	
Defusing Anger	Service – Response	EED2043		X
Owning Customer Service	Ownership – Service	OSEC16014	X	
What is Fantastic Service?	Service – Courtesy	OSEC16012	X	
What’s in a Word?	Service – Response	OSEC16010	X	
Adding Style to Service Excellence	Service - Communication	EED2025		X
Elective Learning Units:	<i>You need to take at least 2 of the following classes.</i>			
Generations in the Workplace	Service	LDR2032		X
The Attitude Angle	Attitude	LDR2027		X
Yes, And... Using Improv to Improve	Teamwork - Ownership	EED2048		X