

# Customer Service

## *Seamless, Consistent and Special*

### Rounding For Outcomes

Date:\_\_\_\_\_Leader's Name:\_\_\_\_\_

Zone/Units:\_\_\_\_\_# of Staff Interactions:\_\_\_\_\_

Customer Service Topic:\_\_\_\_\_Hot Topic:\_\_\_\_\_

#### 1 – Smile and Greet

- Introduce yourself
- Explain the rounding process
- Small talk

#### 2 – Own

- Assess the environment (busy, steady, calm)
- Inquire
  - Successes (What is working well?)
  - Opportunities (What systems/processes can be working better?)
  - Tools (Do you have the tools you need to do your job?)

#### 3 – Thank

- Thank the employee for their time, comments, and feedback.
- Inquire about recognition opportunities.
  - Employees (Are there any individuals you would like me to compliment?)
  - Physicians (Are there any physicians I need to recognize?)

Notes:

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Follow up:

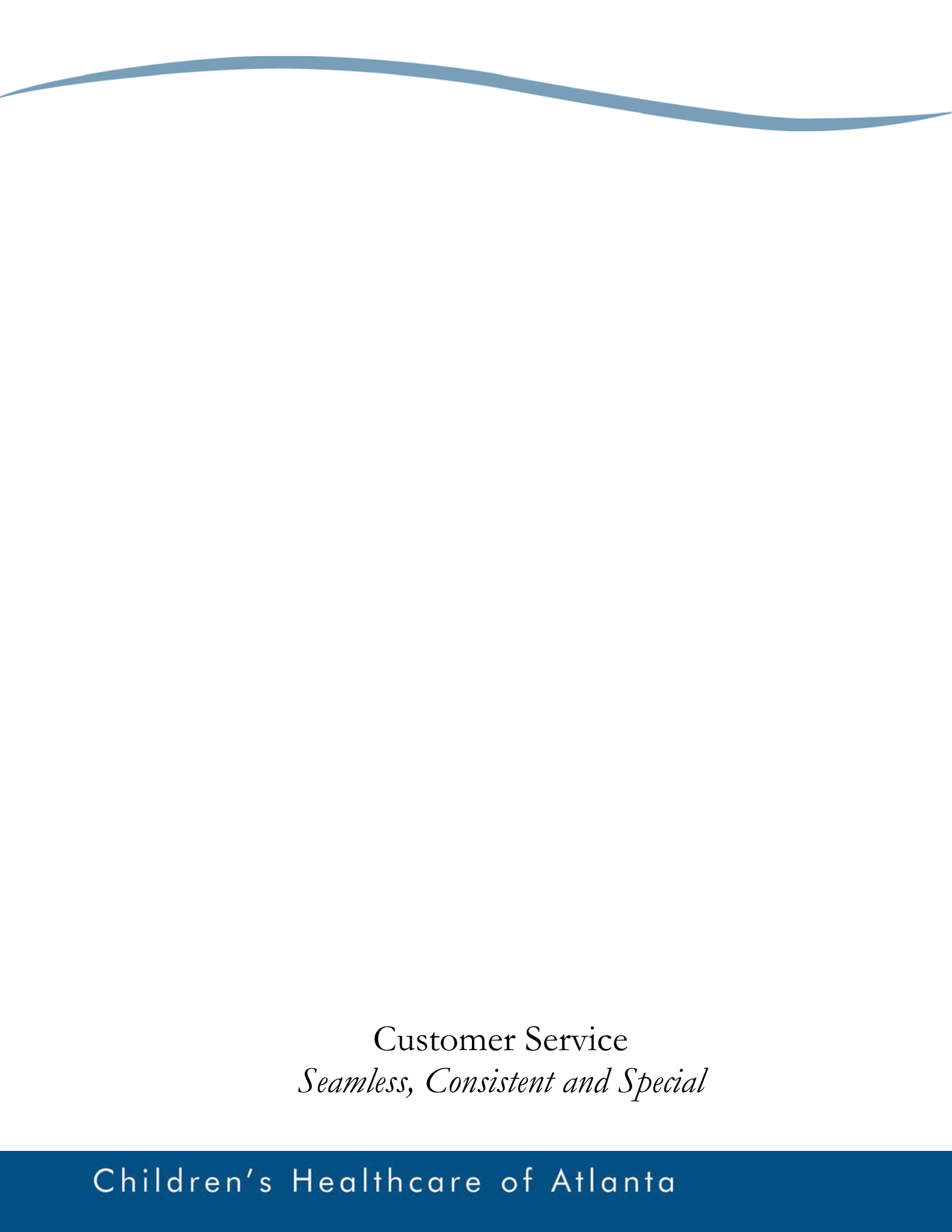
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*Smile and Greet, Own, and Thank*



Customer Service  
*Seamless, Consistent and Special*

# Rounding For Outcomes

Date: \_\_\_\_\_ Leader Name: \_\_\_\_\_

Zone/Units: \_\_\_\_\_ # of Staff Interactions: \_\_\_\_\_

Customer Service Topic: \_\_\_\_\_ Hot Topic: \_\_\_\_\_

## 1 – Building Relationships

- How is your family?
- Did you have a good weekend?
- I heard that your father was ill, is he better?

## 2 – Harvest Wins

- Are there any individuals you would like me to compliment?
- Are there any physicians I need to recognize?

## 3 – Identify process Improvement Areas

- What systems can be working better?
- What ideas do you have?

## 4 – Repair and Monitor Systems

- Do you have the tools you need to do your job?

Notes:

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Follow up:

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*Smile and Greet, Own, and Thank*