



Customer Service for Professionals in Health Care: Key Behaviors That Enhance the Patient and Family Experience

Wendy Leebov

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Providing great customer service in healthcare is an ongoing challenge. This short book is a terrific guide to customer service essentials for front line staff. Rich with interactive exercises and self-help tools, staff become clearer on the Sixteen House Rules of Customer Service. They also raise their awareness of their own current behavior compared to the behaviors that reflect great customer service. This booklet makes a great recognition gift and support for individual coaching or staff development with groups. Customer Service has the concrete skills that can lead you and your team to significant progress.

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