

# 5

TIPS

# CUSTOMER SERVICE



Healthcare is a strong customer service industry. Remembering the skills below can help you excel in your position and become a viable asset to your employer!

#1

## Listen

Always listen intently & ask questions

Repeat back your customers questions. This is a great way to show you care & want to help

## Communication

Know when to listen & when to speak

Communication between employee & customer is as important as communication between employee & employer

#2

## Body Language

When speaking with customers, be sure to maintain good body language. Stand up straight & smile when you talk

#3

When speaking on the phone, practice good body language. This helps you be more attentive and proactive. **DON'T FORGET TO SMILE!!**

#4

## Positive Language

Practicing positive language is a great way for your customers to feel valued!

Example:

Bad- "We won't have the product you need till next month. You'll have to check back then"

Good- "I am sorry. It looks like the product you're looking for is out of stock until next month. I will be happy to put you on the waiting list & call you when it arrives"

#5

## Learn Your Company

Learn the mission, values, and goals of your company

Understanding the companies commutative goal will help you reach personal and professional goals

## So...Who are CUSTOMERS?

- Patients
- Coworkers
- Sales Representatives
- Patient Family Members
- Insurance Companies

**Really, anyone who walks through the doors or calls!**

Connect to learn more about helpful transition topics



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