Service Excellence

Swedish Covenant Hospital would like you to take a few moments to try out our Service Excellence and Value-Matching Profile. This will help you determine how closely your interests match the interests and values of Swedish Covenant Hospital. This is an easy tool to help you determine your potential "fit" into the Swedish Covenant Hospital culture.

Swedish Covenant Hospital focuses on the importance of our Standards of Service Excellence and our Core Values. Supporting both of these commitments, every time we encounter a customer ensures we are able to fulfill our promise that "Technology Changes. Compassion does not".

Customers: *We believe that excellent customer service focuses on meeting the needs and expectations of our customers in every encounter.*

Standards of Service Excellence	Rarely	Sometimes	Always
✓ I am enjoy smiling and interacting with customers.			
✓ I use the customer's name whenever possible.			
✓ I believe it is important to make sure that every encounter with a customer is a positive one.			
✓ I approach people who appear lost and offer my assistance.			
✓ I escort customers to their requested location whenever possible.			
✓ I accept customers problems as my own, and work to find a solution to resolve them.			
✓ I follow up on requests, even when it is not a responsibility of my department.			
✓ I act professional in public areas at all times.			
✓ I believe it is important to keep my organization spotless, if I see something out of place, I pick it up.			
✓ I believe it is important to respect the privacy and guard the confidentiality of all customer information.			

Values: *We believe that our core values include principles that help employees provide compassionate patient-centered care.*

Core Values:	Rarely	Sometimes	Always
✓ I believe it is important to treat all individuals fairly and with equality.			
✓ I believe it is essential to respect the beliefs, rights and legitimate claims of others.			
✓ I believe in truthful and honest disclosures in all communication.			
✓ I believe it is essential to protect privacy and privileged information.			
✓ I honor promises, agreements, commitments and relationships.			
✓ I protect personal autonomy and support health interpersonal relationships.			
✓ I do what is right and what is good beyond what is expected.			
✓ I do what it takes to build relationships with family, friends, colleagues, neighbors and others.			

Your personal score_____

Range
If
1 = rarely
2 = sometimes
3 = always

Top range: (45 – 54) Great news! Your responses indicate that there's a strong potential fit between your preferences and our values. If you are ready to look for a job, we encourage you to look at our current job openings. (link to job openings.)

Middle range: (40-45) Good news! Your responses indicate that there are many areas where your interests match the values of Swedish Covenant Hospital. To look at our listing of current job openings, please click here. (link to job openings.)

Lowest range: (39 and less) We would like to believe that we are a good match for a wide range of candidates, sometimes this is not the case. Hopefully, through the process of completing the values-matching profile, you've been able determine the attributes that are important to you in your next job and employer. We wish you success as you pursue your future career endeavors.

Swedish Covenant Hospital
The science of feeling better