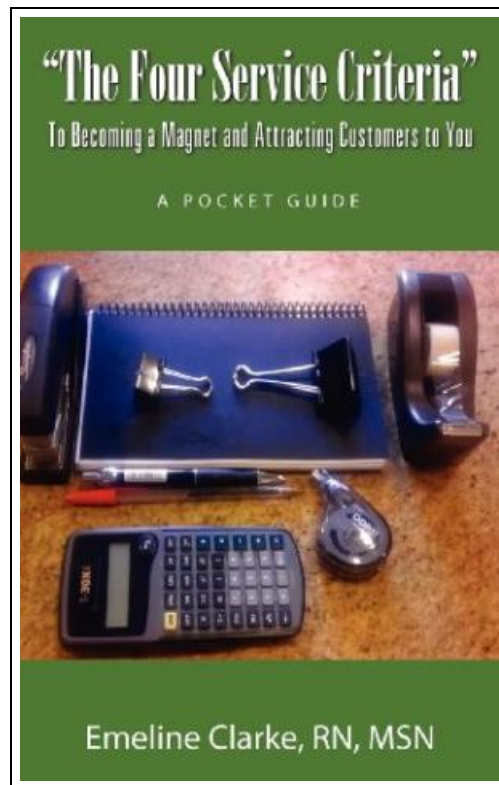


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Kibafra, United Kingdom, 2012. Hardback. Condition: New. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*. The burning desire and determination to complete a work documenting the need for correct customer service was born as a result of working and interacting with diligent and dedicated healthcare employees. This work is a labor of love dedicated to the future of customer service especially in healthcare and as it affects the nursing profession. It is this major concern for the quality of care provided to customers by employees who serve them that brought about the motivation to complete this pocketbook. The use of evidence based on best practices is a driving force for this work because it is by copying what has worked successfully for others that an organization can learn and teach the same to its employees. It is viewpoints such as Magnet that prove that higher standards of accountability are possible for stimulating working environments and that people will emulate positive behaviors they know have worked well for others. The Magnet concept is discussed in order to clarify and convey understanding of Magnet and why it works. This book was created to help educate employees within healthcare organizations about methods they can use to provide memorable service to customers. The Four (4) Service Criteria were developed from the knowledge and experience gained from supervision of others. While working in the role of manager and nursing professor, I discovered the most challenging aspect of students and employees daily practices and what they wanted from the work environment. The interactions with customers as to what they wanted came out of trouble shooting failed customer service issues and asking customers what could have been done better to prevent those particular disruptions in service. All of this information has helped me formulate...



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