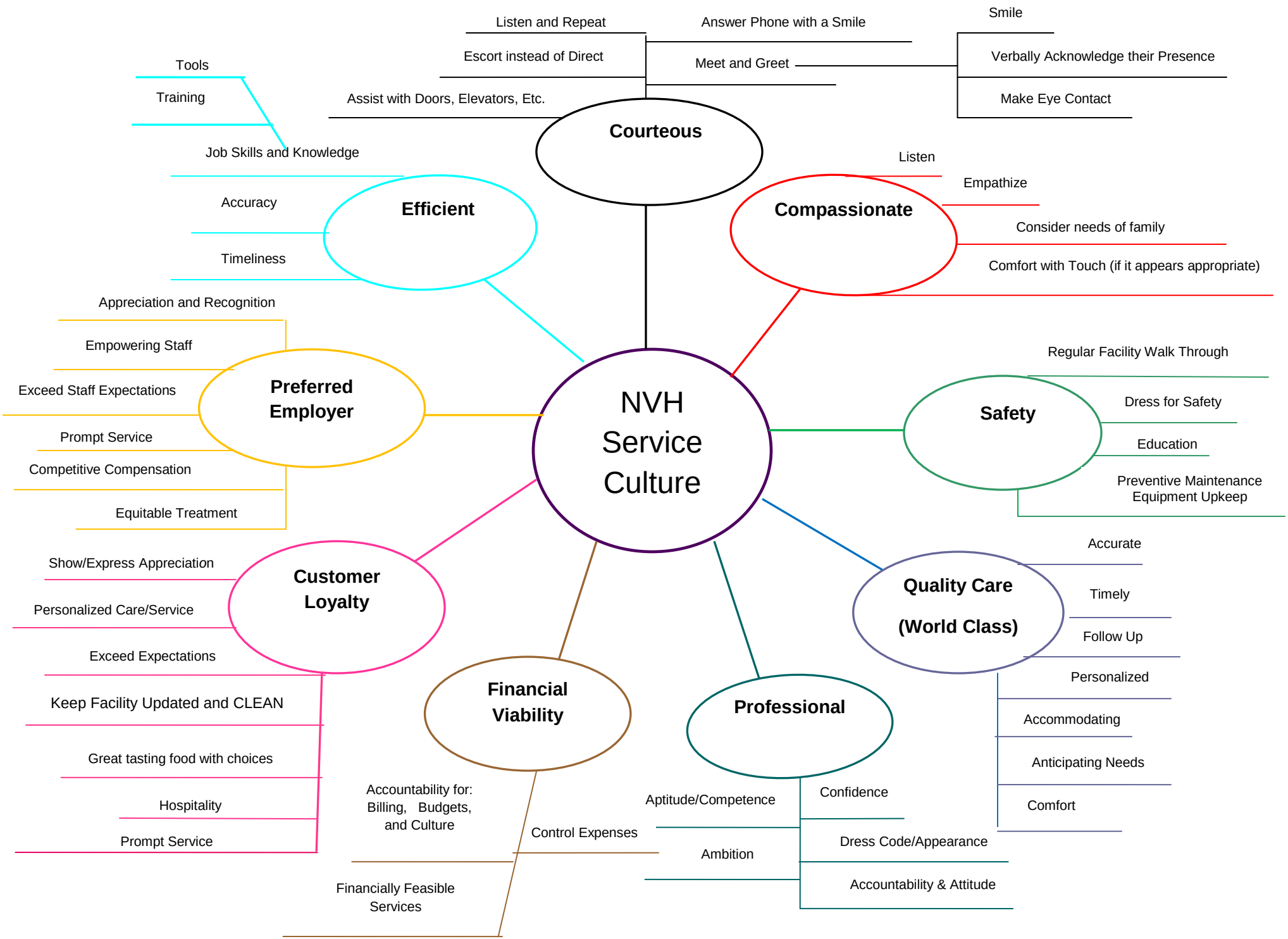
NVH Service Culture
Courteous
Listen and Repeat
Escort instead of Direct
Assist with Doors, Elevators, Etc.
Answer Phone with a Smile
Meet and Greet
Smile
Verbally Acknowledge their Presence
Make Eye Contact
Efficient
Tools
Training
Job Skills and Knowledge
Accuracy
Timeliness
Compassionate
Listen
Empathize
Consider needs of family
Comfort with Touch (if it appears appropriate)
Preferred Employer
Appreciation and Recognition
Empowering Staff
Exceed Staff Expectations
Prompt Service
Competitive Compensation
Equitable Treatment
Safety
Regular Facility Walk Through
Dress for Safety
Education
Preventive Maintenance Equipment Upkeep
Customer Loyalty
Show/Express Appreciation
Personalized Care/Service
Exceed Expectations
Keep Facility Updated and CLEAN
Great tasting food with choices
Hospitality
Prompt Service
Quality Care (World Class)
Accurate
Timely
Follow Up
Personalized
Accommodating
Anticipating Needs
Comfort
Financial Viability
Accountability for: Billing, Budgets, and Culture
Control Expenses
Financially Feasible Services
Professional
Aptitude/Competence
Ambition
Confidence
Dress Code/Appearance
Accountability & Attitude