



Goal: Introduce staff to the service standards of **SMILE**:

Smile with a friendly greeting (Say hi in the hallways)
Make time to help lost guests
Introduce yourself
Look around. How clean are guest areas?
Every patient loves the sound of their own name.

Objective: Learn the **SMILE** service standards.
Pass a **SMILE** along to everyone you encounter.

Materials: SMILE poster (Next Page)
Smiley Face stickers, candy bars, small promotional items

Activity: Discuss the SMILE service standards and behaviors.

Practice role modeling the SMILE service behaviors with each other. Identify ways these service behaviors can be incorporated into everyday situations with patients, guests, customers, and each other.

Establish a SMILE patrol in your department. This group works 'undercover' to seek out employees in the department who are exhibiting the service behaviors of SMILE. When someone is caught in the act for one of the service standards, someone on the SMILE patrol gives them a SMILE sticker to wear and a small promotional item, candy bar, etc. These kinds of fun activities raise awareness to the standards and make it fun for staff to transition to making them common practice in their daily routines.

Place SMILE posters on your department's communication boards to increase the department's "friendliness" awareness.

Simply **EXTRAORDINARY**

REMEMBER THE

POWER OF A

SMILE

Say “Hi” in the hallways

Make time to help lost guests

Introduce yourself

Look around. How clean are guest areas?

Every patient loves the sound of their own name

Simply **Extraordinary**

Service Key: Friendliness