

Customer Service Training Guidelines for Success

Welcome to Acme Health!

We are excited to have you join us on the Customer Service team. Great customer service matters and it can't happen without great people. As a business in the world of healthcare, people often contact us at the times when they feel the most vulnerable and overwhelmed. To help them through these stressful times, we need people who can keep up with difficult information and respond to others with empathy and care.

We aim to center the remote training environment on learning and expect everyone to be respectful of the training process, facilitators, and fellow new hires.

Here are a few critical actions we need from each new team member to help us change the health of the nation.

- **Be on time and present.** Do your absolute best to be on time and ready to focus during work hours. While the current state of the world adds new difficulty to the workday, prompt attendance and attention shows respect for your peers, your trainer, and your new job.
- **Turn off distractions and avoid multitasking.** Our brains can only process so much information at a time, and neuroscience studies have even shown that learning information while multitasking can cause the new information to go to the wrong part of the brain!
- **Be prepared to engage.** Maybe healthcare, customer service, or remote work (or all of it!) is new to you. That is okay! Your willingness to engage and put in honest effort is what will determine your success.
- **Act with integrity.** A person with integrity does the right thing, no matter who's watching. Let's all try to be our best selves and trust others to do the same.
- **Take responsibility for your development.** While the training team and your leadership will do their best to support your growth, the greatest gains will come from your own effort. Maybe someone else is maintaining the tracks, but you are the driver, the train, and the power all in one!
- **If you need something, ask!** Sometimes, despite everyone's best efforts, something falls through the cracks. Don't be afraid to (respectfully) ask for what you need.