



I, _____ acknowledge the HMH customer service standards outlined below and
(Print Name)
affirm my commitment to be a strong advocate for HMH.

Accountability

Accepts responsibility for tasks, actions, results and risks; is concerned with the quality and impact of all decisions.

- Meets all commitments in a timely fashion
- Meets deadlines or provides sufficient notice if obstacles arise
- Assumes responsibility for mistakes and corrects them
- Focuses on results
- Ensures responsible employees are aware of problems/issues

Innovation

Generates and implements new ideas, methods and designs.

- Looks for ways to create new and unique work processes, services, products or experiences
- Develops creative and cost-effective solutions to problems
- Finds solutions that meet or exceed the needs of our customers

Collaboration

Develops, maintains, and strengthens partnerships inside or outside the organization to drive desired outcomes.

- Establishes effective and positive working relationships
- Uses effective communication skills to understand other's point of view
- Supports team's final decisions even if different from their own
- Develops relationships based on dependability, honesty and trust
- Proactively involves other people, teams and departments, as appropriate, to solve problems and achieve results
- Respects the values, unique talents and viewpoints of others

Compassion

Genuinely cares about people; is empathetic, available and ready to help.

- Listens carefully to co-workers and/or patients, does not interrupt; gives people full attention with a positive demeanor
- Handles situations in a calm, objective manner
- Expresses sincere appreciation at every opportunity
- Creates an atmosphere that invites co-workers and/or customers to address issues in a relaxed and safe environment

Competence

Demonstrates the knowledge, skills and ability necessary to achieve desired outcomes and embraces continuous learning.

- Achieves desired results with accuracy and precision
- Exhibits a strong knowledge of customer needs and requirements
- Embraces new methods, procedures and processes
- Pursues opportunities to gain additional knowledge of the job, customers, and competition
- Establishes and achieves personal and professional goals

Respect

Values the uniqueness of others and treats all individuals with dignity and respect.

- Ensures and respects the privacy and dignity of co-workers and customers at all times
- Respects individual and cultural difference of others
- Communicates constructively and respectfully utilizing professional and respectful words, tone of voice, and body language when communicating with others.

I commit and affirm that I will conduct myself in accordance with Huntsville Memorial's Behavioral Expectations as outlined above.

Signature

Date