



# Extension

## Customer Service: Providing a 5 Star Experience

Name:

Date:

Please return your completed workbook to your coordinator. Thank you.



### Learning into action

Use this page to explore your understanding of the subjects covered in the course and the ways in which you can improve the service you provide in the future.

1. After watching the course, I can achieve positive outcomes for older people in my care because:

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2. I have the following ideas to improve the care I offer:

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3. One thing we can do as a team to promote 5 star customer service is:

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## Outcome/agreement action plan

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**Example:** *I will improve how I record feedback that I receive in order to use it as an opportunity for improvement.*

Consider creating a continuous improvement plan.

- a) Plan the improvement
- b) Implement the improvement
- c) Evaluate the success of the improvement
- d) Decide the next steps



## Reflective practice

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1. Recall a time when you felt you could have improved the customer service you gave someone. Describe this experience and include any aspects that you found challenging.
2. Think about and record any personal issues or concerns arising from that experience.
3. Examine these issues or concerns and note your personal intentions at the time during which you were caring for the older person.
4. Recall any previous similar experiences and determine whether there were any common factors.
5. Describe what you have learned from this course and how it will change your practice.
6. Ask yourself... 'What do I know, or what can I do to change my practice, that I did not/could not do before viewing the course?'
7. Ask yourself... 'What else do I have to know to improve my skills in this area?' Describe how you will improve your skills in this area.

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