

PENDULUM

Customer Service Module

Managing risk in your facility starts with preparing your staff to provide the best possible care. Pendulum's Information and Training Modules are designed to educate all levels of facility staff in managing key high-risk areas. The modules are geared toward the skilled nursing or assisted living environments, or a combination of both. A thorough presentation, discussion questions, and sample resources are provided with each module.

■ What's in this Module?

The Pendulum Customer Service Module will guide the facility through every step of the customer service process to assist in the creation of a true customer-driven environment. This module includes:

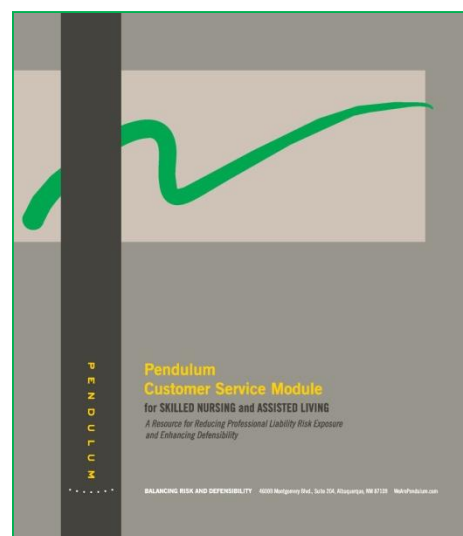
- Educational units on leadership and customer service as well as service recovery
- In-service training programs on customer service and service recovery
- A self-assessment tool and sample resident satisfaction surveys
- Guidelines on best practices
- A complaint–grievance process sample policy
- Medcom's *The Nursing Assistant: Communication with Residents and Their Families* DVD

The Customer Service Module also comes with a CD containing the contents of the module, including the training program in PowerPoint format and an electronic version of the self-assessment tool.

**Need more information on
Pendulum's Customer Service Module?
Call or email us!**

Improve staff training with Pendulum's other module titles:

- Risk Management Strategies
- Fall Management
- Expectations Management
- Abuse Prevention and Management



(888) 815-8250 • info@WeArePendulum.com

P
E
N
D
U
L
U
M