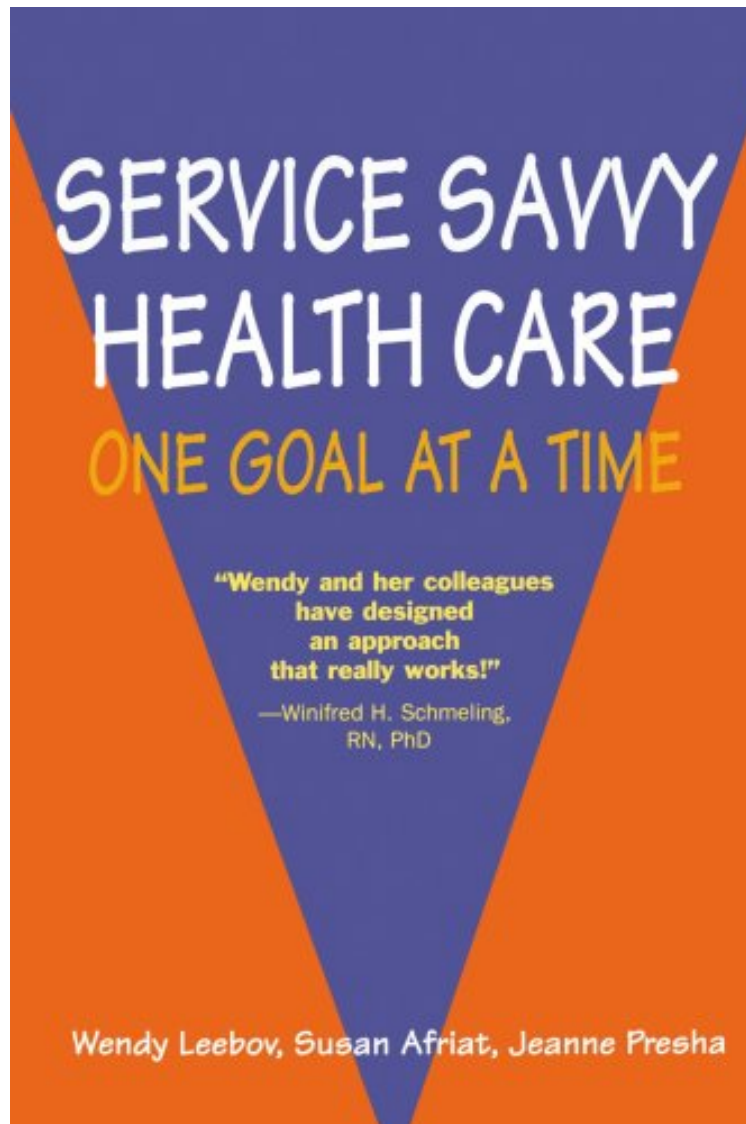


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Service Savvy Health Care: One Goal at a Time

Wendy Leebov

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For managers who have the basics of service management in place, this nuts-and-bolts guide helps tackle service challenges that cut across all work teams through a "one goal at a time" approach. Book includes do-it-yourself kits that offer detailed guidance and concrete resources needed to achieve three objectives: Improving first impressions

Providing excellent explanations to customers Improving service recovery (effective complaint handling)

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