

A photograph showing two hands shaking. One hand is older and has a blue sleeve, while the other is younger and has a pink sleeve. The background is a blurred green and yellow, suggesting an outdoor setting.

Resident Service Edge™

Creating Resident Satisfaction

Today's resident care professionals agree that hiring and retaining the highest caliber of service representatives is a top priority to ensuring resident satisfaction. These representatives play a vital role in generating business and boosting service scores, which is why the **Resident Service Edge™** training program was created.

Resident Service Edge is a fun, unique and empowering training solution. Our two-part training focuses first on giving frontline and support staff the training, motivation and confidence they need to make every resident encounter a positive one.

Through a variety of techniques, staff will learn how to:

- Help the resident and create immediate and lasting satisfaction
- Act on resident requests in a service-honoring way
- Handle challenging situations with winning results

By using **Resident Service Edge** to improve impressions, your employees, your residents and your business will benefit.

Our second phase of training engages supervisors and managers and builds on the service training. The primary focus is on communication and feedback. Supervisors and managers learn how to:

- Recognize great behavior
- Deliver constructive feedback
- Reinforce training initiatives

Description

In this program, Signature will teach your staff our proven service standards to help associates more consistently delight your residents. Training focuses on the four concepts of connect, discover, partner, and provide a legendary close. With this program, participants learn to impact resident impressions, while increasing service scores.

Who Should Attend?

Service Staff

- Front Desk Associates
- Activities Staff
- Housekeeping and Maintenance Staff
- Dining Staff

Supervisor and Management Staff

- Service Supervisors
- Front Desk Managers
- General Managers

Program Outcomes

- Increased employee commitment to delivering legendary service at every resident touchpoint
- Greater staff confidence to build rapport with resident
- Consistency in resident service standards/skills
- Enhanced resident experience resulting in increased resident loyalty
- Improved ability of the staff to handle resident requests in a way that guarantees resident satisfaction



Ongoing Reinforcement and Measurement

The success of any skill-based training program is directly dependent on the quality of support offered to trained employees after the initial event. Employees must be continuously measured, evaluated and coached to help them integrate new skills into their replicable behaviors. Our reinforcement programs are designed to do just that, and your personalized program will include some, or all, of the following components:

Onsite Reinforcement Training

Performed by a Signature trainer. This half-day highly interactive onsite training allows employees opportunities to reinforce skills learned through training and practiced throughout reinforcement. (18 attendees max per class)

Group Program Driver Sessions

Signature account management team members will facilitate a program driver session via a Virtual Classroom environment with designated company management team members to discuss engagement, performance results, best practices and areas of focus moving forward. (Session duration 60 minutes, with max 12 attendees per session.)

One2One Leadership Coaching Sessions

Signature Leadership Coach will conduct a one2one coaching session with designated company leaders who have completed the Coaching-for-Performance course. Each session lasts 20 minutes and is completed over the phone. This forum is designed to help focus the manager's attention around their own effort, ability, and effectiveness with coaching and developing their employees. The manager's own specific real life examples are shared and discussed during these one2one coaching sessions and recalled periodically during future sessions to assess progress around improved coaching behaviors and developing personal continuity.

*These sessions are only for managers who have completed Signature's Coaching-for-Performance course.

Skill Activities for Leaders

Signature will provide short 3 to 8 minute activities managers can use during regular team members to help maintain a consistent and appropriate focus on providing legendary experiences. Each activity will provide the framework for managers to lead a customer experience discussion.

Employee Encouragement Cards

Employee recognition cards residents fill out and submit when they have received legendary service from an employee. These simple to use cards provide managers with outstanding recognition opportunities and help resident's remained focused and aware of the exceptional service being provided.

Legendary Service Achievement Cards

Employee recognition cards managers fill out and submit when they have observed a team member providing Legendary service. These simple to use cards promote recognition and help establish pride within employees for demonstrating legendary behaviors.