



SERVICEORIENTED

ifa is highly committed to meeting the needs of its customers.



Our beliefs at the Institute for Occupational Medicine

How do we deal with each other?

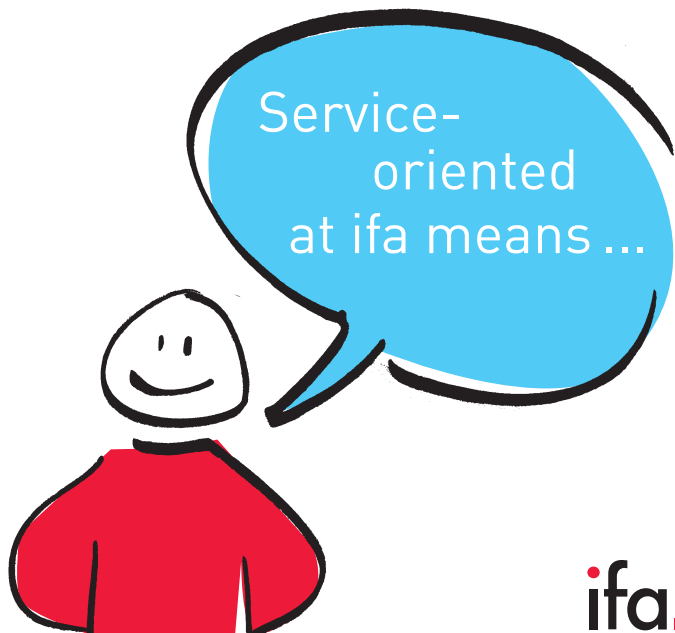
What is important to one another?



Service orientation is ...

... the orientation of a company towards its customers. This enables a continuous improvement of service quality, focuses on long-term customer loyalty and thus secures the existence of a company.

ifa offers services for the most important good - our health. It is precisely here that high demands are placed on customer contact and many emotions can play a role. It is therefore all the more important for employees to develop a positive attitude so that customer needs can be quickly grasped and demanding situations can be dealt with.



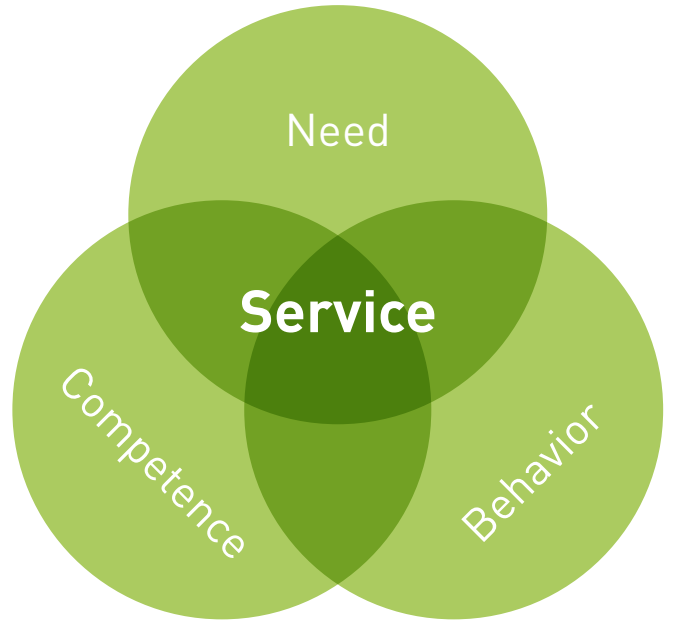
From the ifa mission statement:

For our services, our technical facilities and our know-how we are committed to quality and carry out regular quality audits.

ifa.

It all depends on
the focus ...

Service is an intersection resulting
from the needs of our customers,
our expertise and our behaviour
towards our customers.





Tip no. 1

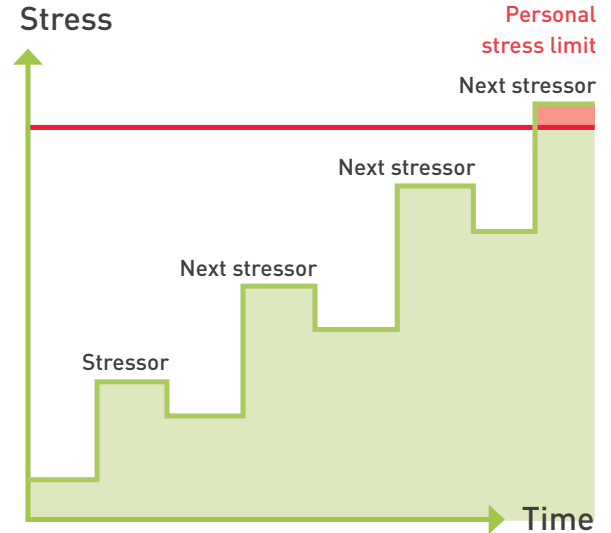
Take good care of yourself!

Good service requires full concentration and sometimes also nerves

Empathy, active listening, friendliness, the right way of expression, networked thinking, negotiation skills, all this and much more you need for a good service.

So watch your stress level and make short stops again and again to help you fill up your energy storage!

Vulnerability-Stress-Model



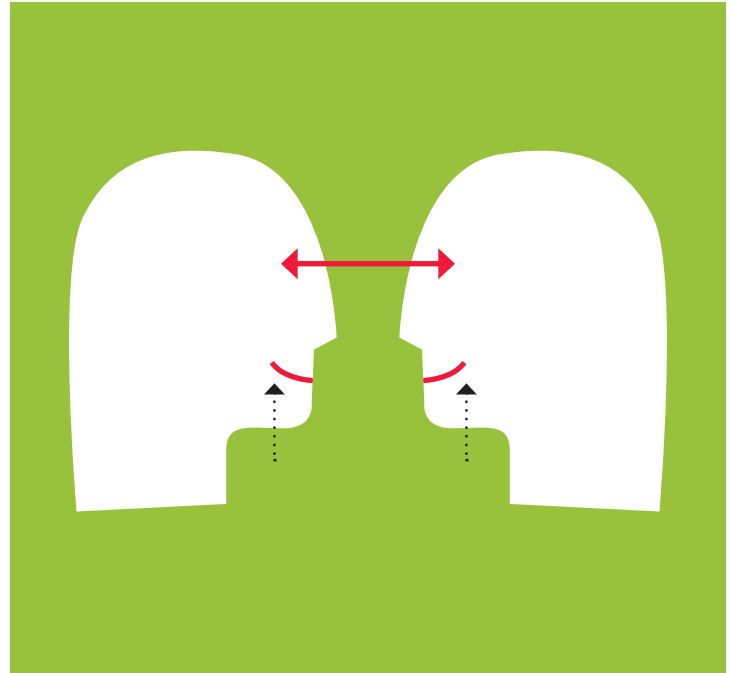
Tip no. 2

Actively shape customer contact

Every contact with the customer counts

Keep your attention on the other person -
e.g. keep eye contact even when you are sitting
at your PC or need to look something up.

Active listening means to signal to the other person
through verbal and non-verbal communication that
you are „completely there for them“.



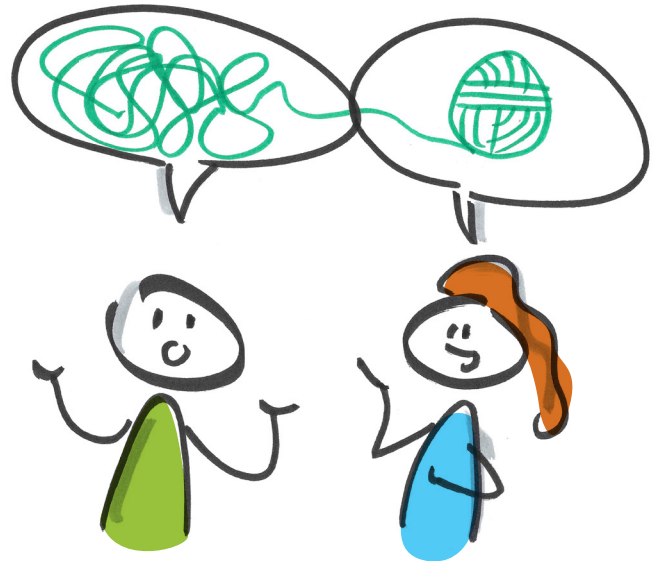
Tip no. 3

Create an orientation guide

One of the basic human needs is to orientate oneself

We work daily in our premises and processes or use technical terms. Especially when you are not feeling well and you are dependent on others, you want to be able to orientate yourself.

Give our customers the feeling of being in the best hands by taking the time to explain procedures and answering questions as a matter of course.



Tip no. 4



See complaints as a chance

Especially in difficult times, you can prove yourself a reliable partner

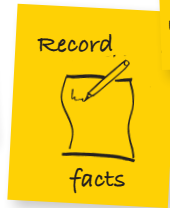
If you see a difficult situation with a customer as an opportunity to prove yourself as a good service provider, it is also easier for us not to take the encounter personally, but to consider mastering the situation as a task and competence.



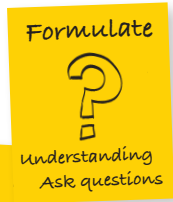
What is someone like when he/she is angry?



What exactly has the other person experienced?



What is it all about?



Not giving right, but showing understanding for feeling



Only acceptable here

Initiate immediately



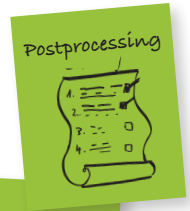
Here only solution-oriented



Unexpected!



... that you come to us with your request





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