

# Walker Methodist Care Suites Mad Libs

1. Noun \_\_\_\_\_

2. Noun \_\_\_\_\_

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Mission: Life. And all the living that goes with it. Enhancing the lives of older \_\_\_\_\_ Noun \_\_\_\_\_ through a culture of care, respect, and service.

Vision: As the leading senior services provider, Walker Methodist offers the best place to live and work.

Values: Respect. Imagination. Collaboration.

Customer Service Standards:

1. Every interaction is significant
2. Everyone makes a difference
3. Create the best place to live and work
4. Delight the \_\_\_\_\_ Noun \_\_\_\_\_

Service Recovery:

L = Listen

E = Empower

A = Apologize

F = Follow-through

