

MEDIA RELEASE

Date: 7th July 2009

Attention: Editor



FOR IMMEDIATE RELEASE EMBARGO Date:

Staff at BRHS Undertake Customer Service Training

Staff at Bairnsdale Regional Health Service (BRHS) will undertake extensive customer service training in an effort to better serve their clients across the organisation.

Fran Stoner & Associates have been appointed to conduct the workshops which are tailored to meet the differing needs of the community. Staff in key areas such as the Emergency department, frontline administration and surgical ward will receive training designed to highlight the specific needs of their clients.

Wayne Sullivan, CEO at BRHS, sees this training as a pro-active step to better meet the needs of the community, "Delivering quality healthcare is more than just a clinical task. Effective and empathetic communication with our clients is an essential element in the delivery of our services.

Emphasising the importance of customer service, this training allows staff to further hone their skills and learn how to manage different situations."

Training will commence across the organisation on Thursday 16th July.

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Photo captions: