

Waymaker word of the month
for September



Engaging

Quality of giving your full attention to others.

To take interest in learning about others through listening and conversation.

**"Highly engaged employees make the customer experience.
Disengaged employees break it."**

Timothy R. Clark

All Residents, family members, and visitors are invited to thank any staff member who has provided you with outstanding, care, service, or assistance.

Thank you forms are located on the **Waymaker** kiosks near the Mount Olivet Careview and Mount Olivet Home entrances.

Fill out a thank you **Waymaker** form and drop it in the box on the kiosk.

Your thank you will be given to the staff member, and posted on the **Waymaker** bulletin board by the Careview lobby.