Multnomah County
Health Department

think YES to CARE

Greeting Guidelines

1. Greet the person within 3 seconds of arrival via eye contact and a smile, or greeting and a smile.
    - People will feel welcome

2. Greet people with their preferred name and gender pronoun.
    - Personalizes service

3. Offer service within 3 minutes, if at all possible.
    - People have confidence that they will be serviced in a timely manner

4. Make a non-business related statement or question to the person as an initial statement.
    - Personalizes service and builds a relationship by learning more about them as a person and not just as someone receiving a service

Adapted from the Healthcare Warrior: thehealthcarewarrior.com