

Definisi Pelayanan Prima atau Service Excellence

Pelayanan prima adalah terjemahan dari "*Excellent Service*", yang berarti pelayanan yang sangat baik atau pelayanan yang terbaik. Pelayanan dalam bahasa Inggris disebut *Service*. Beberapa pakar tentang **Pelayanan Prima** mengolah kata *service* yang lebih bermakna.

Catherine DeVrye (1997) mengolah kata *service* menjadi **Tujuh Strategi Sederhana Menuju Sukses** :

1. **Self Esteem** (Memberi Nilai pada Diri Sendiri)
2. **Exceed Expectations** (Melampaui Harapan Konsumen)
3. **Recover** (Merebut Kembali)
4. **Vision** (Visi)
5. **Improve** (Melakukan Peningkatan Perbaikan)
6. **Care** (Memberi Perhatian)
7. **Empower** (Pemberdayaan)

Untuk melaksanakan tugas sebagai frontliner tentunya didasari pada pelayanan yang mengacu pada kepuasan pelanggan (*customer satisfaction*) yang dilayani.



Definisi Kepuasan adalah tingkat perasaan seseorang setelah membandingkan kinerja (hasil) yang dirasakan dengan harapannya, dengan diasumsikan bahwa kalau kinerja di bawah harapan, pelanggan akan merasa kecewa, kalau kinerja sesuai harapan, pelanggan akan merasa puas, dan kalau kinerja melebihi harapan, pelanggan akan sangat puas. Kepuasan pelanggan merupakan tujuan utama **pelayanan prima**. Setiap frontliner berkewajiban untuk berupaya memuaskan pelanggannya. Kepuasan pelanggan dapat dicapai apabila frontliner mengetahui siapa pelanggannya, baik pelanggan internal maupun pelanggan external.

Definisi Pelayanan Prima

R. Widodo Triputro, Supardal



Definisi Pelayanan Prima:

Sumber Daya Manusia dalam Lingkungan Pendidikan Ishak Bagea, Hasmira Said, Irawan Suprpto Nasir Arfin Bagea Amin, Hj. Dewi Muhammad Najir, Astuty Yuni Syam Ade Abriawan Ageng Anggraeni Wa Ode Nurdarma, 2024-05-12 Kata manajemen berasal dari bahasa Latin yaitu dari asal kata manus yang berarti tangan dan agree melakukan Kata kata itu digabung menjadi manager yang artinya menangani Managere diterjemahkan dalam bahasa Inggris to manage sebagai kata kerja management sebagai kata benda Kata manajemen merupakan padanan kata management dalam bahasa Inggris Kata dasarnya adalah manage atau to manage yang berarti menyelenggarakan membawa atau mengarah Kata manage juga bermakna mengurus mengatur melaksanakan mengelola atau menata Manajemen merupakan suatu proses perencanaan pengorganisasian pengarahan dan pengawasan terhadap organisasi dari pemberdayaan pemanfaatan juga penggunaan sumber daya organisasi guna mencapai tujuan yang telah ditentukan

Manajemen Komplain dan Customer Care: Dalam Administrasi Rumah Sakit Ahmad Farid, S.K.M., M.K.M., 2024-06-24 Buku Manajemen Komplain dan Customer Care mengajak pembaca memahami tentang pengetahuan manajemen dalam menghadapi konflik dengan pelanggan baik pelanggan internal maupun eksternal dalam suatu organisasi Pemahaman ini tentunya diperlukan bagi orang-orang yang berkecimpung dalam penyelenggaraan pelayanan agar dapat mengelola komplain dan memberikan pelayanan yang prima Buku ini akan mengupas hal-hal terkait manajemen komplain dan customer care khususnya dalam ranah administrasi rumah sakit Pembahasan disajikan secara runtut dan lengkap sehingga mudah untuk dipahami baik oleh akademisi mahasiswa maupun praktisi dalam bidang terkait Beberapa hal yang diuraikan dalam buku ini mulai dari konsep manajemen komplain dan customer care hukum perlindungan konsumen pelayanan kesehatan di Indonesia standar pelayanan prima membangun loyalitas hingga contoh manajemen komplain dan customer care

Manajemen Pemasaran Terpadu: Upaya Mewujudkan Loyalitas Jumadi, Beberapa hal yang dibahas dalam buku ini secara sistematis adalah sebagai berikut Bab 1 membahas tentang pemasaran Bab 2 membahas tentang Manajemen Pemasaran Bab 3 membahas tentang Manajemen Pemasaran Jasa Bab 4 membahas tentang Pemasaran Internal dan Kualitas Layanan Internal Bab 5 membahas tentang Produk Bab 6 membahas tentang Harga Bab 7 membahas tentang Promosi Bab 8 membahas tentang Distribusi Bab 9 membahas tentang Pelayanan Proses dan Bukti Fisik Bab 10 membahas tentang Pemasaran Terpadu Bab 11 membahas tentang Kepuasan Pelanggan dan Bab 12 membahas tentang Loyalitas

How to Create Service Excellent for Your Guests I Gede Widya Suputra, 2021-05-12 Service excellent berasal dari Bahasa Inggris yang terdiri dari dua kata yaitu service yang bermakna jasa pelayanan dan pe ngab dian dan excellent yang bermakna bermutu tinggi sangat baik yang menarik perhatian dan unggul Jika diterjemahkan ser vice excellent memiliki makna pelayanan yang prima pelayanan yang sangat baik pelayanan yang menyenangkan dan pelayanan yang melampaui harapan pelanggan Dalam buku ini penulis mendefinisikan service excellent sebagai serangkaian pelayanan yang diberikan dengan sangat baik sehingga melampaui harapan pe

langgan atau tamu Ketika suatu pelayanan telah melampaui harapan pelanggan maka pada saat itu lah konsep service excellent telah terwujud Suasana yang menyenangkan akan terwujud jika pelayanan yang diberikan oleh pelaku usaha dilakukan secara holistik atau menyeluruh Dalam buku ini penulis juga menekankan bahwa pelayanan prima akan terwujud melalui penerapan standar pelayanan yang baik dan memuaskan oleh seluruh karyawan dan didukung dengan fasilitas dan sarana yang memadai

Budaya Layanan Kesehatan Gigi dan Mulut Pariwisata Ida Ayu Dewi Kumala Ratih, Sagung Agung Putri Dwiastuti, I Nyoman Gejir, Buku Budaya Layanan Kesehatan Gigi dan Mulut ini dapat diselesaikan Buku ini mengantarkan pembaca untuk memahami pelayanan yang dapat kita berikan kepada pengguna layanan mengingat tuntutan akan layanan yang semakin tinggi berfokus kepada pasien Budaya layanan sebagai salah satu elemen terpenting dalam industri perhotelan demikian pula pada pelayanan kesehatan Kepuasan dan loyalitas pelanggan sebagai prasyarat dalam pelayanan yang menguntungkan Pelayanan yang baik mengarah pada kepuasan dan loyalitas pelanggan yang harus menjadi prioritas pertama bagi operator Kualitas layanan yang tinggi memungkinkan penyedia layanan membedakan diri dari pesaing mereka dan dengan demikian memperoleh keunggulan kompetitif yang berkelanjutan di pasar global

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