**MGT510 GDB Solution 2020**

The four factors of services quality to judge the effectiveness of our hospital service delivery are

(1) Tangibles: Physical facilities, equipment, and appearance of personnel

(2) Reliability: Ability to perform the promised service dependably and

accurately

3) Responsiveness: Willingness to help customers and provide prompt service

4) Assurance: Knowledge and courtesy of employees and their ability to inspire trust and confidence

5) Empathy: Caring individualized attention the firm pa Es its customers