

Serving Internal Customers Through Outstanding Customer Service - 1 Day

How to Deliver and Exceed Internal Customer Service Expectations

Course Description: This one day course will examine the internal customer service process. It will teach each participant ways to impact the internal customer with higher quality service. This course will focus on why one should deliver outstanding internal customer service and how it makes the organization run in a more effective manner. Participants will learn how to determine who are in their customer service chain as well as how to handle abusive techniques from others who are angry and intimidating.

Course Objectives:

- Define customer service
- Compare internal and external customer service
- Discuss exceptional internal customer service
- Discuss the internal organizational culture
- Compare good and bad attitudes which impact internal customer service
- Discuss the internal customer service chain
- Create an internal customer service process/interaction chain
- Explore how to understand and manage customer expectations
- Discuss how stereotyping hurts internal customers service
- Analyze measuring techniques for determining where internal customer service is now
- Discuss how internal customer service influences employee communication
- Identify defusing techniques for angry internal customers
- Discuss why people use abusive and hostile actions
- Create benefits of counter attacking when attacked
- Create benefits of not counter attacking when attacked
- Examine self control techniques
- Create limits for abusive behavior
- Discuss unacceptable behavior
- Create and enforce limits from abusive behavior
- Establish an internal customer service baseline
- Create service standards
- Measure performance against the standards
- Discuss barriers which prevent internal workers from providing fantastic customer service
- Formulate checkpoints to verify integration of customer service