



## **Who Are My Customers?!**

### **A Look at Internal Customer Service**

How often would even your best customer return to your company or organization if you were rude, uncooperative, indifferent, unresponsive and didn't supply what he or she needed in a timely fashion? Seems obvious, doesn't it? Yet sometimes even the best managers and supervisors forget that internal customers – employees, contractors, vendors – require and deserve the same level of service as the best external customer. Satisfied internal customers impact the bottom line in the same way that satisfied external customers do. Smart managers are re-evaluating what motivates employees and enhances productivity while asking key questions:

1. If my employees treated everyone in the organization as well as they treat our best customer, how would it affect productivity and job satisfaction?
2. Does being served well by management and fellow employees motivate people to serve others well?
3. Do people in our organization avoid serving each other because they feel it is "not my job"? If so, what can I do about it?

If you've ever asked yourself these questions you know your organization would benefit from an increased emphasis on internal customer service. This seminar is designed to give you the tools and skills you need to promote excellent internal customer service throughout your company by:

#### **3-hour Session:**

- Identifying your Internal Customers
- Defining excellent internal customer service
- Learning how to give feedback to your Internal Customers
- Game planning to head off potential roadblocks

Every person within an organization (not just customer service personnel) will benefit from internal customer service training – an investment that can pay off in greater employee retention, increased productivity and a higher level of employee motivation.

**Call today for more information about these  
exciting programs!  
800.577.4293**

*These sessions also offered in Spanish.*