



CUSTOMER SERVICE FROM THE INSIDE OUT

A 60-minute Webinar

WHO ARE YOUR INTERNAL CUSTOMERS?

WHY IS INTERNAL CUSTOMER SERVICE IMPORTANT?

WHAT ARE SOME SPECIFIC NEEDS THAT YOUR *INTERNAL* CUSTOMERS MIGHT HAVE?

WHAT MIGHT MAKE IT CHALLENGING FOR YOU TO GIVE GREAT INTERNAL CUSTOMER SERVICE?

WHAT ARE SOME WAYS TO IMPROVE INTERNAL CUSTOMER SERVICE?

1. _____ for the not-so-fun jobs.
2. Perform_____.
3. Look for ways to_____.
4. Offer_____.
5. Show_____.
6. Share_____, but don't use that sharing as an opportunity to _____.
7. When the stories are negative, help brainstorm_____.
8. Handle_____ promptly.
9. _____.
10. _____ fully.
11. Make it easy to_____.
12. Show_____ and_____.
13. Be_____.

WHAT CAN YOU DO MORE OF TO BETTER SERVE YOUR INTERNAL CUSTOMERS?

WHAT MIGHT YOU CONSIDER DOING LESS OF TO BETTER SERVE YOUR INTERNAL CUSTOMERS?

WHAT CAN YOU DO BETTER TO BETTER SERVE YOUR INTERNAL CUSTOMERS?
