



**Keystone Development**

## Delivering Great Internal Customer Service

Many organisations spend a lot of time, effort and money providing customer service training to their front-line staff. Sadly, the benefits of this are often less than they should be, because the right level of support and back-up is not provided by internal departments.

Poor internal customer service is at the root of very many day-to-day problems. People do not intend to cause problems, but they rarely understand the chain reaction that follows a failure to do something, doing something late, or getting things wrong. By improving the internal service provided within a company, the service provided by a company almost certainly improves too.

This one-day workshop shows EVERYONE how vital they are in delivering excellent service to our customers. In particular, delegates attending the course will:

- Explore the concept of 'win-win', and why they tend to compete rather than collaborate
- Examine what good internal customer service looks like
- Assess the level of internal customer service that they currently provide to colleagues
- Identify their own internal customer service chains, and examine the consequences of letting colleagues down
- Communicate effectively to reduce misunderstandings and problems
- Learn how to make requests of colleagues to maximise cooperation
- Consider the value of team-working and agree some 'golden rules' that everyone can follow to raise the level of customer service provided by the organisation

The session works best when run with delegates from a mixture of departments.

Great EXTERNAL customer service begins with great INTERNAL customer service. Once people have attended this session, you can build on it by running an external customer service programme that explores all aspects of dealing directly with customers.

You can purchase the full set of materials for this workshop at [http://www.power-hour.co.uk/ourshop/prod\\_1172580-Internal-Customer-Service.html](http://www.power-hour.co.uk/ourshop/prod_1172580-Internal-Customer-Service.html)

Materials include:

- 16 page Trainer's Guide
- 25 page Delegate Workbook
- PowerPoint Slides, activity handouts and exercise cards

