

WELCOME TO



EDCON

LEARN • CONNECT • GROW

Presented in Partnership With





Internal Customer Service

Happy Team Members lead to Happy Customers



What is
Important To
You as a
Team
Member?





**AN EXAMPLE OF
GREAT CUSTOMER SERVICE**

DAY IN THE
LIFE

**What Do Your
Residents
Want?**



**They want
their basic
needs met**



Employees want the same thing



What is your emotional compensation package?



Respect

Recognition

Belonging

Autonomy

Personal Growth

Meaning

Progress



Promise me that
you will respect
my ideas, my
talents, my time
and my mental
health.



RESPECT

The word "RESPECT" is rendered in large, bold, 3D block letters. Each letter is a different color and has a slight shadow beneath it, giving it a three-dimensional appearance. The letters are arranged in a row and overlap slightly. The colors are: R (blue), E (pink), S (green), P (yellow), E (pink), C (yellow), and T (teal). The letters have a thin white outline and are set against a plain white background.

Promise me that what is important to me will be important to you. That I will find representation and that I'm free to be myself



Promise me that you will empower me to make decisions. That if I stumble you will help pick me up and if I soar, you won't clip my wings.



Promise me opportunities to be mentored, classes to attend and time to develop my career growth.



Promise me you'll share the why behind policies and procedures. That you will let me put the needs of the customer first. That I'll have opportunities to give back to the community through time off for volunteerism.



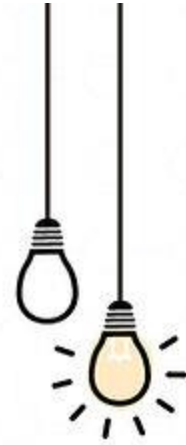
Promise me that we will build a roadmap together, that you will check-in and at times push me to do things that scare me so I can move forward in my career.






CHRIS HONIG/SHELTBY IMAGES





“ Customer service means making it easy and fast for your **customers** to get the help they need - when and how they need it. ”

Steve Benson
Pulitzer Prize-winning editorial cartoonist



**“Every company’s greatest
assets are its **customers,**
because without **customers**
there is no company.”**

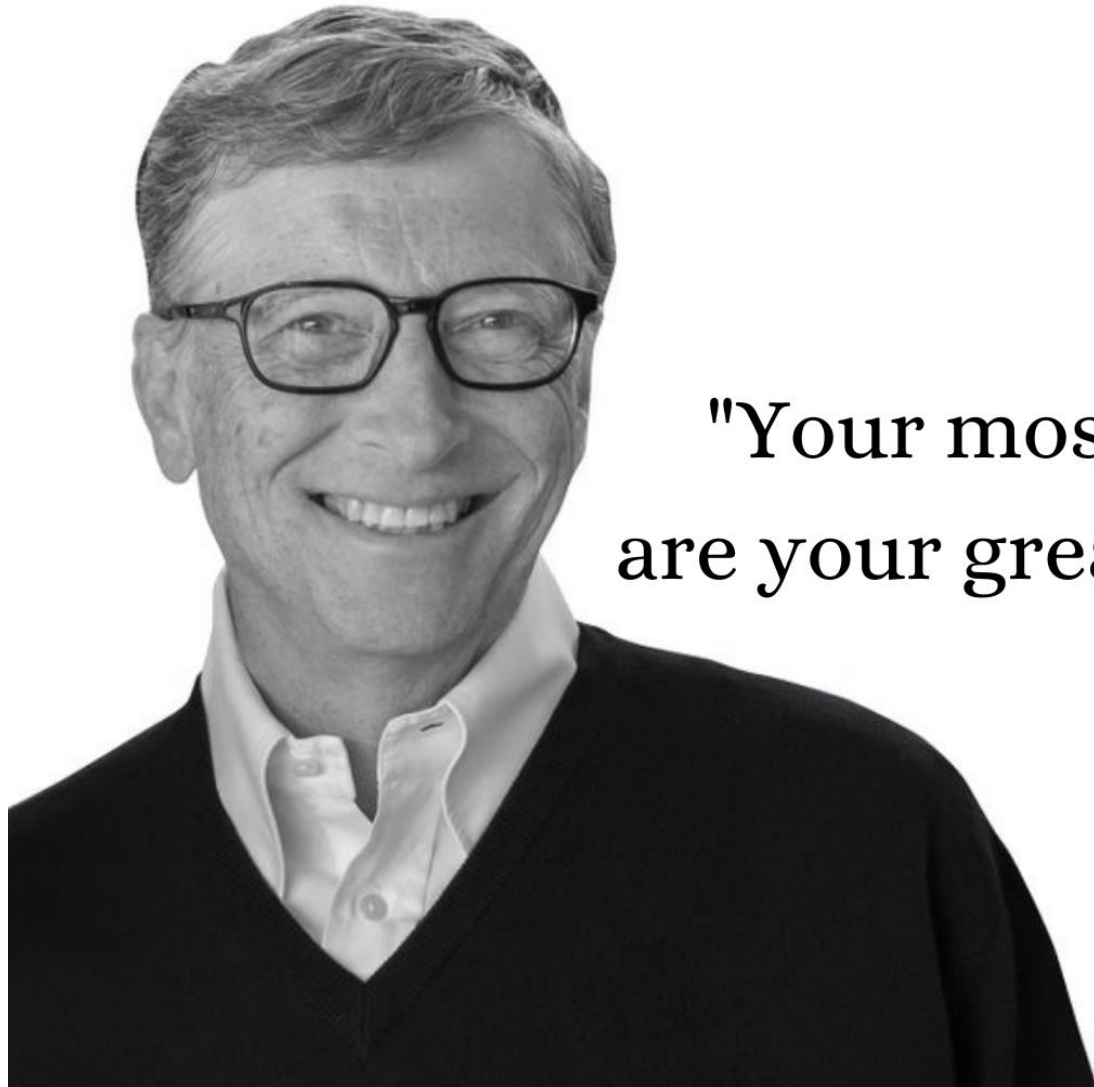
Michael LeBoeuf

www.customerserviceskillsbook.com

“We must learn
what **customers**
really want,
not what they say
they want or
what we think
they should
want.”

- *Eric Ries*





"Your most unhappy customers
are your greatest source of learning."

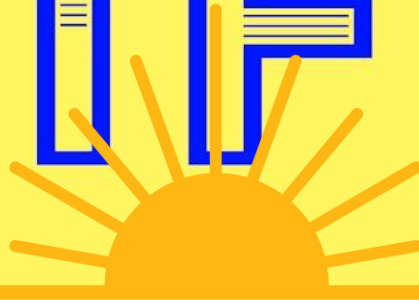
Bill Gates

A pair of hands is shown holding a white, cloud-shaped speech bubble against a solid blue background. The speech bubble contains a quote in orange text. The word 'customer's' is highlighted with a yellow background. The quote is: "The customer's perception is your reality."

**“The customer’s
perception
is your reality.”**

How You Think About
Your **Customer**
Is How You Will Treat Them

DAY IN THE
LIFE



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the extra degreetm

What will your extra degree be to provide outstanding internal customer service?