

5 Star Internal Customer Service: Great external customer service starts from within



Overview

This highly engaging session challenges attendees to examine their customer service philosophy for the teams they work with and how it impacts the way we treat our external customers.

Course Highlights

- **Identifying WHO is our customer**
- **Finding commonalities between what our internal and external customers need.**
- **Recognizing the characteristics of great external customer service and how it translates to internal customer service**
- **How to turn everyday tasks into customer service experiences.**
- **Creating WOW moments**

Takeaways

- **Each attendee will create an action plan that will help ensure implementation and accountability.**