

Ways to Improve Internal Customer Service

1. **Lead by example** – Treat people the way you would like to be treated. Think of yourself being on the other end when you are in contact with a person. Be kind, friendly and courteous.
2. **Treat them with respect** - Regard them as your customers. Understand that helping them helps your organization and you stand out.
3. **Manage and train** – Hold your employees accountable and make expected behavior points clear.
4. **Reward for best practices** – When an employee incorporates expectations make sure they are rewarded.



Internal Customer Service Training Ideas

Julia Schneider



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