

TRAINING IN A BOX

Acumen in Action



LESSON #8: PEOPLE - INTERNAL CUSTOMERS

Strive to do the right thing - set a goal to provide exceptional service to your colleagues.

ANSWER THE FOLLOWING QUESTIONS AS A TEAM:

1. Who are our internal customers?
2. Are we meeting their needs and exceeding their expectations?
3. What are we doing to anticipate their future needs?
4. When is the last time we asked an internal department or colleague we serve about their level of satisfaction with our work, and what their needs are?
5. What opportunities are we missing by not asking this question several times a year?
6. What are the financial impacts of poor internal customer service?

QUEST:

Increase your internal customer service. Is there someone on your team that you can help? Find a way to exceed their expectations and write a thank you note to them.