

25 Tips, Tools and Best Practices for Improving Internal Customer Service

Summary

Attitude

1. Begin with your own perspective
2. Recognize that without each other, there is no AH
3. Be respectful
4. Be kind - even if things are more informal internally
5. View interruptions as opportunities to serve
6. Realize that every service interaction has 3 stages

Behavior

7. Be reachable
8. Respond quickly
9. Choose words carefully
10. Talk face-to-face, by phone or Skype
11. Listen better
12. Demonstrate ownership
13. Have the courage to address taboo topics

Service

14. Understand your customers' needs
15. Set clear expectations
16. Make it easy
17. Provide simple solutions
18. Do the work required – and do it well
19. Keep internal customers informed about progress
20. Exceed customers' expectations
21. Learn more to become a better resource

Support

22. Celebrate successes
23. Empower your team to deliver exceptional service
24. Assist through lateral service
25. Repeat the customer service message