

# **Delivering Excellent Customer Service to the Internal Customer**

What does Customer Service mean to you? This workshop introduces the concept of the internal customer and the tools for identifying and meeting customer requirements. By reviewing the current situation and implementing key skills you will improve your level of service.

Attendees will be able to:

- Explain why customer service is important
- Identify and define who their customers are
- Identify and define their customers requirements
- Explain the use and development of Service level Agreements
- Explain the key behaviours in delivering customer service
- Manage their customers expectations
- Develop an action plan tailored to the needs of their area

This workshop can be offered as an open course or as a tailored workshop for an individual department.

Workshop duration: 1 day