

INTERNAL CUSTOMER SERVICE

Non-Credit Bearing

When teams serve each other better, everyone wins!

Exceptional customer service doesn't start at the front line - it begins behind the scenes. In many organisations, internal service breakdowns lead to inefficiencies, frustrations, and ultimately dissatisfied external customers. Yet the most successful businesses understand this truth: every employee is both a provider and a recipient of service.

This practical, thought-provoking course shifts the mindset from departmental silos to a unified team focused on collective success. By redefining colleagues as internal customers, participants will explore how improved service behaviours, accountability, and communication can transform organisational culture and performance.

Through scenarios, hands-on activities, and actionable tools, learners will gain the skills to strengthen internal relationships, increase ownership, and create a ripple effect of service excellence that extends to the external customer experience.

WHO SHOULD ATTEND

- All employees supporting external service delivery
- Customer-facing team members who rely on internal support
- Managers and supervisors aiming to enhance interdepartmental relationships
- Department heads focused on boosting team performance and synergy
- Staff seeking to contribute to a high-performing, service-driven culture

HOW YOU WILL BENEFIT

- Develop a customer service mindset focused on internal collaboration and support
- Enhance team cohesion by recognising internal service as a critical success factor
- Establish shared service standards that raise the bar for internal and external excellence
- Improve interdepartmental communication and accountability
- Clarify your own customer service KPIs and performance expectations
- Strengthen morale and motivation through recognition and positive service behaviours

One-day course 08:30 -16:00

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WHAT WILL BE COVERED

Understanding the service chain

- The internal supply chain: how roles and departments interconnect
- Why internal service directly impacts external customer satisfaction

Knowing your customer - inside and out

- Defining internal vs external customers
- Identifying who your internal customers are - and what they need from you
- Exploring how internal service impacts external outcomes

Customer Service KPIs

- Understanding service dimensions: the *Product* and the *Experience*

Professional responsibility and ownership

- Building self-esteem and professionalism at work
- Strengthening self-confidence through taking ownership
- Accepting accountability and responsibility in internal service delivery

Polished, professional interactions

- Developing business etiquette and professional presentation
- Making positive first impressions
- Importance of body language and tone for internal influence

Communication that connects

- Active listening: the foundation of strong working relationships
- Enhancing observational skills to better support team needs