

# Continuum



## Internal Customer Service

Call it what you will, interdepartmental communication, teamwork, cooperation or collaboration, internal customer service means treating co-workers, vendors and such like customers. That positive, professional attitude will show to the more traditional customers. It will improve productivity, responsiveness and interpersonal relationships in general.

This workshop will be a discussion of the importance of internal customer service and how to work toward that goal. We examine how a change of mindset can help an organization operate as one entity rather than separate departments. We will discuss how customer service is less a function or department but rather a way to conduct business in a professional manner. We will also look at the organizational flow chart from a perspective that promotes quality internal customer service.