

# Tips for Good Internal Customer Service

(some made up and others researched, you guess which ones, I'm not telling.)

Your teammates are as important to your success as our external customers (the people walking through your door: donors, students, etc.). And the better you serve your team mates, the more they will help you succeed. If everyone on the team is committed to helping every other member of the team, everyone succeeds, achieving their greatest potential. If everyone helps everyone else, nobody loses, and everybody wins.



## **Respect**

Respect is the demonstration of a regard for the work that others do. Maybe, just maybe, you have a problem with a co-worker, but, you still need to have a respect for that person's responsibilities and their reliance upon you.



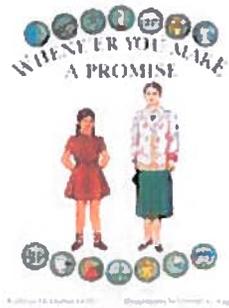
## **Know Who Your Customer Is**

As a department head, you need to make a list of everyone who is your customer. Included in that list should be a list of services you regularly provide to each of them. Ask yourselves how you can provide that service better. Maybe that should be a goal for each department.



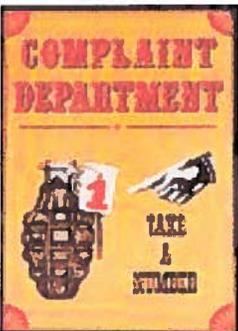
## **Listen To Your Customers**

Is there anything more frustrating than telling someone what you want or what your problem is and then discovering that that person hasn't been paying attention and needs to have it explained again? Avoid telling your customers what you can do and how good you can do it. Let your customer talk and show them that you are listening by making the appropriate responses, such as suggesting how to solve the problem.



## **Don't Make Promises Unless You WILL Keep Them**

As "service" people, we need to be reliable. This is a key to any good customer relationship. If you say, "I will get you that on Tuesday", make sure your customer gets it on Tuesday. Otherwise, don't say it. The same applies to meetings, deadlines, etc. Think before you give any promise – because nothing annoys customers more than a broken one.



## **Deal With Complaints**

No one likes hearing complaints, and many times we may shrug them off saying, "You can't please all the people all the time". That may be true, but if you give the complaint your attention, you may be able to please this one person this one time - and position your department to reap the benefits of good customer service.

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## **Train Your Staff (if you have any) To Be ALWAYS Helpful, Courteous, and Knowledgeable**

Have an annual department meeting about customer service. Educate your staff to be equally as concerned about your customers as you are. Talk to them about good customer service and what it is (and isn't) regularly. Give your staff enough information and power to make those small customer-pleasing decisions, so they never have to say, "I don't know, but so-and-so will be back at..."



## **Take The Extra Step**

If someone walks into your office or calls and asks you to help them with something, don't just say, "It's in the Canned Reports." Lead the customer to the Canned Reports. Help them open the file. Help them enter the parameters. Although this is just an example, whatever the extra step may be, if you want to provide good customer service, take it.

They may not say so to you, but people notice when people make an extra effort and will tell other people which will help you and your department's reputation.



## **Make "Customer Service" a Goal**

Even though it is hard to quantify, here is a 2008 goal for our Gift Accounting manager. *"To have satisfied customers because of providing high-quality and prompt gift accounting customer service enabling us to resolve problems and impart knowledge."* You may just be walking in circles if it is not a goal.