

Internal Customer Service – Promoting a Positive Workplace

Promoting good customer service to both internal and external customers is important. As a manager or supervisor, you have the job of supervising workers and ensuring that they are providing outstanding customer service – whoever the customer may be.

Good customer service must be modeled at every level in the organization. As younger workers enter the workplace, it is imperative to effectively coach and mentor them. Surveys suggest that when younger workers feel appreciated and valued by the company, they are more likely to reflect that value and appreciation to customers they serve. Remember that loyal internal workers help retain loyal external customers.

As a manager/supervisor how can you model service and appreciation for younger workers?



1. **Be Approachable.** Many young generation workers have spent time as resourceful, independent, “mini adults” long before they hit the workforce. They feel entitled to come directly to their supervisor when an issue arises.
2. **Be Personable.** These workers are looking for the “personal touch” in their work environment. They are looking for co-workers and supervisors who participate in the give and take of getting along together.
3. **Encourage Growth.** How can you contribute to their knowledge and skills? These workers are strongly self motivated. Sit with them and create goals they can work toward. The goals should be evaluated on a continuous basis. Share your insights, ideas, and experience with them.
4. **Communicate Expectations.** Be very clear about specifying the behaviors and end results that workers are expected to deliver. Create ways to communicate excellent examples of customer service within and outside the company.
5. **Share The Big Picture.** These workers want to be involved; they want to be “in the know.” They are not content to sit in a cubicle for 8 hours a day with no input to what’s going on in the workplace. They like to be kept informed about how their jobs contribute to the organization as a whole.

First Sun EAP has a dedicated Risk Management Team available to consult with you as you mentor a new generation. You can call any time for a free confidential consultation to discuss these or any workplace issues that affect the performance of your associates. 1-800-968-8143 or in Greater Columbia, (803) 376-2668.

For more information on this topic as well as other risk management situations, please see our website at: www.firstsuneap.com.