



MISSISSIPPI DEPARTMENT *of* EMPLOYMENT SECURITY

## Internal Customer Service

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### To Improve your Internal Customer Service

- Be aware of your attitude. Practice respectful and positive thoughts.
- Listen and clarify for understanding.
- Analyze and seek out solutions to problems
- Understand how your job fits into the agency's bigger picture.
- Be accessible, return calls and messages as soon as possible.
- Admit when you are not capable of meeting a request and assist in finding the right person for the job.
- Recognize your colleagues so they know they are valued.
- Build trust by following through on commitments.
- Build a network of supporters.

### To Improve the Internal Customer Service you Receive

- Assume your co-worker cares about doing a good job.
- Empathize with your co-workers.
- Explain why you need their assistance.
- See what you can do to help them get you what you need.
- Appreciate and acknowledge what your colleague has done for you.

### Summary

How we respond to internal requests is a direct reflection on how we handle external customer issues. Outstanding internal customer service is a positive way to interact with our colleagues so external customer service will thrive.

