

Welcome to

SERVICE  
*FIRST*

The **KEY** to  
**Customer Satisfaction**

# Service First Objectives

- Help you to better understand what comprises your BEST;
- Learn how to make sure your BEST is clear to others; and
- Provide tools to help reduce stress arising from conflict or negative situations.

# Going The DISTANCE...

**What kind of commitment  
does it take?**



# Quality Service...

Is defined as meeting and exceeding the customer's intellectual and emotional needs and expectations;

*and then adding value.*

# What's The Difference?

- Poor Customer Service
- Good Customer Service
- Exceptional Customer Service

## Our Goal...

Is to look at what we're doing now and find better ways to deliver quality service to our customers.



# Who Are Our Customers?

- Internal Customers
- External Customers

# The Internal Customer

In order for us to be a successful organization in service to our external customers, we must first serve each other.





# **Video Presentation**

**Your Key to Customer Satisfaction**

# What Is Our Service Score?

- How do we rate now?
- What can we do to rate even better?

**Next Topic...**

## **Teamwork Development**

Learn what it takes to be a  
good team member and team player.