

Welcome to

SERVICE
FIRST

The **KEY** to
Customer Satisfaction

**Together
Everyone
Achieves
More**

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TEAM

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TEAM

Session Objectives

- Define teamwork
- Determine benefits of working as a team
- Discuss four things that are important to teamwork
- Practice four teamwork skills

Definition Of Teamwork...

The action or effort of people working together as a group.

Four Teamwork Practice Skills

- Define team goals
- Define team approach
- Define necessary skills
- Hold yourself accountable

Remember...

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



Next Topic...

Handling Complaints and the Irate Customer

Complaints are opportunities...
know how to use them.