**Creating an Atmosphere of Sharing and Helping**

*Handout*

Internal customer service is the service we provide our fellow employees and other departments in order to get our jobs done. Sometimes these things can be seen as interruptions that take us away from our “real” jobs, yet they are vital to the success of our organization. If we see a gap between our real jobs and the needs of others in our organization, we need to rethink what our “real job” is. Below are some tips that can help to build an atmosphere of sharing and helping.

1. **Begin with your own perspective**: Regard other departments and fellow employees as your customers. Understand that helping your fellow employees do their jobs more successfully helps you and your organization. Treat them like VIP’s.
2. **View interruptions not as nuisances, but as opportunities to serve your internal customers:** Take pride in helping your colleagues. Enjoy your role in sharing information and providing services that help others do their jobs. In most cases, your willingness to help others get their jobs done will lead them to readily assist you when you need it.
3. **Exceed your internal customers’ expectations:** Be prompt or early with requests. Take the time to think through requests thoroughly and go above and beyond when completing them.
4. **Say thank you:** A simple, genuine thank you goes much further in creating an atmosphere of sharing and helping than you might think. Even when it’s a person’s job to provide information to you, tell them “thank you” when they have done it.