**Module 4: Internal Customer Service**

**Materials Needed:**

*Who Are Our Internal Customers* worksheet

*Internal Customer Service Discussion Questions* worksheet

Reflection form

**Estimated Time:** 20 Minutes

**Goals:** Participants will identify internal customers that have a direct impact on them and those that they have a direct impact on.

**Suggested Facilitator Script:**

*When we think about customer service, we usually think about our external customers. However, there is another customer, the internal customer, that is equally important. Internal customer service is the service we provide others within our school and our district. It is what we do when our colleagues ask for information so that they can complete a task. It is how we greet and treat our students. It is how we greet staff from the school service center. All of these things can be seen as interruptions to our “real” jobs, but they are vital to the success of our school district. If we don’t have good, cohesive relationships within our schools, we will not be as effective at providing superior customer service to our external customers.*

**Activity:**

Distribute the *Who Are Our Internal Customers* handout. Explain that we have a significant impact on each and every person we encounter within the workplace. The service that you provide them directly impacts their ability to be the best professional they can be. Allow participants to complete the chart.

Distribute the *Internal Customer Service Discussion Questions* handout. Allow participants eight minutes to complete the handout. Ask them to take turns sharing their responses to the questions with their table group.

**Conclusion and Reflection:**

If time allows, ask participants to share positive experiences they have had, in which how they were treated as an internal customer within the district had a positive impact on them. Next, ask them to share experiences they have had when how they were treated or helped as an internal customer within the district deteriorated or had a significant negative impact on them. Thank them for their participation and distribute the reflection form.