

# Serving Internal Customers

## Who should attend

Staff who serves internal customers

## Duration

2 days (16 hours)

## Program Fee

S\$ 600.00  
per participant

SDF funding:  
\$2/ hour (non-SME)  
\$4/hr (SME)

## Course

## Cancellation

In the event that participant cannot attend the event, substitute delegate is allowed.

There will be no refund for cancellation

## Course Aim

At the end of the course, participants will:

- Have an awareness of how their personal attitude and behaviour impact relationships between service partners
- Develop an intrinsic motivation to serve internal customers

## Course Outline

### **Topic 1 – Service Mind-map**

- Reflection of beliefs and value systems
- Revelation of oneself and re-conditioning

### **Topic 2 – Service Mindset**

- The meaning and significance of service
- What motivates and hinders internal service
- Service mindset defined

### **Topic 3 – Service Methods**

- KISSES<sup>®</sup> to serve internal partners with excellence
- Communicate within company in a positive and constructive manner

## **Training Methods**

- Experiential learning activities
- Simulated scenes for role plays
- Group debates and discussions

## Unique Benefits

- **Practical tips and examples** related to internal service
- **Lively and fun** activities to reinforce "Intrinsic motivation" to serve internal customer
- Conducive environment for **self reflection** and affirmation for change and **renewal of mind**

*ServiceWorks*

www.serviceworks.com.sg  
780 Upper Serangoon Rd,  
#02-04 Choon Kim House  
Singapore 534649  
Tel: (65)6284 4680  
Fax: (65) 6248 4908  
Contact Person :  
Ms Stephanie Lee or  
Ms Deora Tan  
Email: enquiry@serviceworks.com.sg

You may register by  
downloading the registration  
form and send it to us through:

- 1) Email
- 2) Mail
- 3) Phone
- 4) Fax