

Customer-Focused Behavior in Action

Consider the points in the preceding section on sending positive customer-focused messages. Now, think about a situation in which you were an internal customer in an organization (a business, an office, or an educational institution). Select one occasion when you went to someone's office in that organization. List the things the person you visited did that made you feel either welcome or important or like an intruder.

Positive

Negative

Use this reflection to help guide you in selecting positive steps in the future when someone visits your work area.