HOAMCO – *Best Practices*

The Internal Customer

A commitment to service internal customers
invariably shows itself to the external customers,
and it is almost impossible to provide good external service
if your organization is not providing good internal service.

Benjamin Schneider, Professor of Psychology
University of Maryland, "How People Make the Place"

The expectations our external customers have of HOAMCO are no different than those we expect internally. Review the list below and determine what type of behaviors you may exhibit internally that would demonstrate the expectation listed:

Expectation:	Behavior:
Efficiency Reliability Prompt reaction Professional manner Confidence Respect Accessibility Personal Interest Caring Indifference or Rudeness (customers often expect to be treated in this manner – this is an expectation that must not happen)	Ex: Financials out by middle of month Ex: Respect co-worker's time and demands

A customer's perception is what is going on during and after the transaction