Design Document - Internal Customer Service

Business Purpose	Our goal is to decrease employee turnover and increase profits. We believe the best way to do this sustainably is to create a culture of internal customer service. We have recently acquired a chain of pizza restaurants, Manny's Pizza Parlor, that boast a 20% employee turnover rate compared to the 200% industry average and a 14% profit margin compared to the 6% industry average. Let's take what Manny is doing right and implement it company wide.
Target Audience	All employees
Training Time	45 min to 60 min
Training Recommendation	vILT will allow discussions that would not be possible with a different modality.
Deliverables	- PPT - Facilitator's guide - Participant guide
Learning Objectives	Upon completing the training, participants will be able to describe why internal customer service is important
Training Outline	- Do now: freewrite in chat "Describe excellent customer service" - Setting norms and expectations, "housekeeping" - Ice Breaker "Hook," Attention Grabber - Learning Objective - Distribute participant guide (link in chat or in advance) - Content based on PPT - Define: external customer, internal customer, provider, internal customer service - Why is internal customer service important - Consequences of poor internal service - Expectations for fishbowl discussion, distribute Jamboard - Internal Customer Service in Action Video at Manny's Pizza Parlor - Breakout Room for fishbowl discussion - Whole group share out - Kahoot quiz game to Reinforce main points - Exit Ticket: in chat "Why is internal customer service important"
Evaluation Plan	Checks for understanding will be embedded in the PPT at strategic points. Participants can respond via chat or unmute themselves depending on what the facilitator is comfortable with. Kahoot quiz game to reinforce main points Jamboard during fishbowl discussion Participants' guide will be completed during the PPT presentation shared via google docs with forced copy and dropped in shared folder