

# Roxsand

## Internal Customer Service – Building a Team and an Environment

Written by Mark Hoffman, AVP Sales and Development

Customer service is term commonly used in business practices, referring to the support offered to customers both before and after they buy and use a company's products or services. At all levels and positions of a company, customer service can be exercised to help make the provided products and services more likeable and sellable.

What does the following statement define? The support and assistance provided by one department or team within an organization to another, aiming to improve employee satisfaction and productivity. That defines internal customer service.

Internal customer service begins with engaging and acknowledging a coworker from another department. This includes getting to know them, initiating a working relationship, and appreciating their role. It doesn't mean you have to ride to work with them, be best friends or go to lunch together. It means acknowledging them as a person and coworker because you are both working for a company with common goals. Secondly, and very important, is to understand your coworker and their role. Know what our coworker from another department does. How many times have we heard a person say, "I don't know what that person does all day?". What do they do on a daily basis? How do they do these tasks? What happens when their tasks don't get done correctly? How does what you do affect their work? Ask yourself the question, "What can I do better at my position to help another person or department?". After you learn what your coworker does and how your work affects what they do, you can get to point of acceptance or point of sale with that coworker as you would with a customer.

By understanding your counterpart and learning what's going on in their world, you will develop respect. Respect builds trust and trust builds effective and efficient relationships. Great relationships build strong teams.

Internal customer service is a mindset.

- We are all in this together.
- We all need to get along with each other.
- We all need to treat each other as well as we treat an external customer.

Without great customer service from all positions within LGE companies, we have less customers and without customers less of us are needed. The same thing goes for internal customer service. If we have healthy internal customer service amongst coworkers and departments, we have a team that works together, works effectively, more efficiently, has fun and creates an environment where others want to work.

Please help make LGE companies a ROCK SOLID environment to work and thrive!

Pictured on the right are Nick Hoffman (Engineering) and Cyrus Kezar (Safety), Megan Barkley (Communications) and Laura Hofstee (Accounting) mingling between departments.



## Birthdays This Week

Matthew Tomes - Dell Rapids West  
Brenden Hill - Ragsdale  
Keith Eiss - Washta  
Samual Turner - Dell Rapids East  
Sawyer Linn - Jasper  
Chad Garner - Myrl & Roy's  
Joshua Brunsting - Akron  
Miguel Paez - Ortonville  
Sergio Covarrubias Padilla - Ragsdale

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## Milestone Anniversary

Andrew Krantz, Dell Rapids East



Megan Barkley graduated from the Evan C. Nolte Leadership Sioux Falls Class 39 cohort, pictured with JJ Everist (Leadership Sioux Falls Class 38 alum) and Rob Everist.

## Graduation Announcements

We're proud to celebrate the achievements of recent graduates! Join us in congratulating Classes of 2025 as they reach exciting milestones. In the upcoming issues, we will be highlighting important people in our employees' lives as they take their next steps. Have a graduate you would like to announce?

Email [mjbarkley@lgeverist.com](mailto:mjbarkley@lgeverist.com) with a photo and description.



### Abreanna Pollman

*Daughter of:*

Lance Pollman

*Graduating From:*

Univeristy of South Dakota



### Matt Hudson

*Son of:*

John Hudson

*Graduating From:*

Wisconsin - Madison



### **Lawson Ostermyer**

*Nephew of:*

Kelley Bourassa and Wendy Steuck

*Graduating From:*

Lemars Community School



### **Emily Small**

*Neice of:*

Kelley Bourassa and Wendy Steuck

*Graduating From:*

Akron Westfield High School

If you know someone that would like to receive the Roxsand, have them send their personal email to [info@LGEverist.com](mailto:info@LGEverist.com) and request to be added to the mailing list.

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