

Customer Service from the Inside Out

Post-Session Reflection Form

1) Biggest Takeaway – What’s one insight or mindset shift you gained from today’s session?

2) Real-World Application – What’s one specific action you will apply in your customer interactions this week?

3) Ripple Effect – How might this shift improve your connection with colleagues, customers, or patients?

4) Mindset Check-In – On a scale from 1–10, how confident do you feel about applying today’s tools?

1	2	3	4	5	6	7	8	9	10
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5) My Commitment Statement – “I will strengthen my service mindset by...”

“Excellence is not about doing more. It’s about being more intentional in what you do.” — Coach Jose Johnson