

Impact on the Customer

Watch the Mosaic video from a customer's perspective.

<https://youtu.be/Xd2sbMc2fDs?list=PLblqr5-HKd6OGGe5PBUZUh1NYtCvqblIy9>

Impact on the Customer		
What was the impact on a customer?		
What values did he recognise?		
What helped him to feel this value?		
<p>Take each Mosaic Value listed</p> <ul style="list-style-type: none">• listen customer;• member wellbeing a priority;• friendly and approachable. <p>Describe a time you have done this for an external customer. Describe how you have done this for an internal customer/staff member.</p>		
Value	External	Internal
Listen to the customer		
Member wellbeing is a priority		
Friendly & approachable		