

# Event Report

Training Course: Customer Service

Instructor: Teri Samo

**Event Date:** Friday, August 8, 2014

**Location:** Del Mar College -  
Development Center

**Event Time:** 8 AM – 5 PM

**Lecture Attendance:** 17

**Report Date:** Wednesday, September  
10, 2014

Prepared by Mario Longoria



The Learning Institute

# Survey Questions

What prompted you to enroll?

Do you believe this workshop benefitted you in the way you expected it would?

How do you think it will make your work easier, faster, more enjoyable – how will it help?

# What prompted you to enroll?

## Response Summary

- ❖ Supervisor
- ❖ I just wanted to brush up and make sure I was giving the best customer service
- ❖ To freshen up on my customer service skills
- ❖ Saw ad online & thought it would help me
- ❖ Mandatory attendance
- ❖ Referred by director
- ❖ Self improvement and wanting to learn new ways to treat customers
- ❖ New hire requirement

Do you believe this workshop benefitted you in the way you expected it would?

## Response Summary

- ❖ A lot of it I already did but it was nice to confirm that I was doing the right things and to learn some new tricks
- ❖ Yes, it did, it made me realize that I need to listen more to customer's needs
- ❖ Absolutely, it exceeded my expectations
- ❖ It actually surprised me with things I didn't know and gave me ideas for understanding others better
- ❖ Yes, work a little harder to assist others
- ❖ Yes I believe it did. I believe it opened up on how people are going through different times and not everyone is going through the same thing, so just be happy and friendly with everyone
- ❖ Yes, it refreshed & gave me new ways to increase my customer service skills

How do you think it will make you work easier, better, faster,  
more enjoyable – how will it help?

## Response Summary

- ❖ We need some changes in the system and how we approach our customers
- ❖ To be more observant about how I treat people
- ❖ Listen and be more courteous to everyone
- ❖ I will know be comfortable in different situations
- ❖ It will help me to be more patient, a better listener, and focus on the individual only
- ❖ Better listening skills, better customer service skills
- ❖ By helping me create a more positive environment around customers & co-workers
- ❖ Having additional knowledge of customer service techniques
- ❖ It will help me to not take things or attitudes personally. A customer's anger is not always about me
- ❖ Helpful information for me in the future. I plan on starting my own business & it showed me how to have a positive attitude

# Additional Comments

- ❖ Make this class mandatory every three years
- ❖ Do nothing...it was an amazing class. I enjoyed every minute. I will be back next time.
- ❖ The class was one of the best I've ever had
- ❖ It was awesome with a great instructor
- ❖ It would be better if lunch was provided
- ❖ More role playing, more advice on difficult customers
- ❖ Very well presented