



The Learning Institute

Event Report

Customer Service in Action

Instructed by: Teri Samo



Event Date: Friday, August 22, 2014

Location: Del Mar College - Development Center

Event Time: 8 AM - 5 PM

Lecture Attendance: 18

Report Date: Wednesday, September 24, 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, better, faster, more enjoyable - how will it help?
- ▶ What would make it better?

What prompted you to enroll?

- ▶ Wanted to learn how to respond to complaints and solutions.
- ▶ The class was required.
- ▶ Wanted to enhance my professional development skills.
- ▶ More ideas and providing great customer service.
- ▶ To help me improve at my job.
- ▶ Thought it would be a great experience. I work at the front desk and work with customers all the time.

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

- ▶ Yes, definitely.
- ▶ Yes, it did. Terri presents excellent material and encourages participation and networking, giving applicable examples.
- ▶ Yes, I have learned different ways to deal with customers.
- ▶ Yes, we are in the public eye and resources like this help.

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

- ▶ I have learned how to defuse situations and come to a calming solution.
- ▶ Better understanding of dealing with customers.
- ▶ I learned to better approach angry customers and be great at customer service.
- ▶ When presented with discouraged customers, I will have the skills to proceed in a positive manner.
- ▶ Equipped me with extra tools to utilize while handling citizen's concerns.
- ▶ Implement some of the guidelines and problem solving skills that were taught in this training.

What would make it better?

- ▶ To have been able to take this class before starting work.
- ▶ Coffee in the morning. This class should be mandatory for all management.
- ▶ The class is good the way it is.
- ▶ Have all city hall employees, including management, attend this workshop.
- ▶ Include part one and part two of this class together.
- ▶ More classes like this one.