



The Learning Institute

A Division of the City of Corpus Christi Human Resources - Learning and Organizational Development Department

<http://learningcc.org> • 361.298.0980 • learninginstitute@cctexas.com

Event Report

City Champions Program - Level Two

UBO Champion Customer Service Training

Instructor: Lorena Parada - Valdez

Event Date: Tuesday, July 29, 2014

Event Time: 8:00 AM - 12:00 PM

Event Location: Utility Building Office

Lecture Attendance: 12

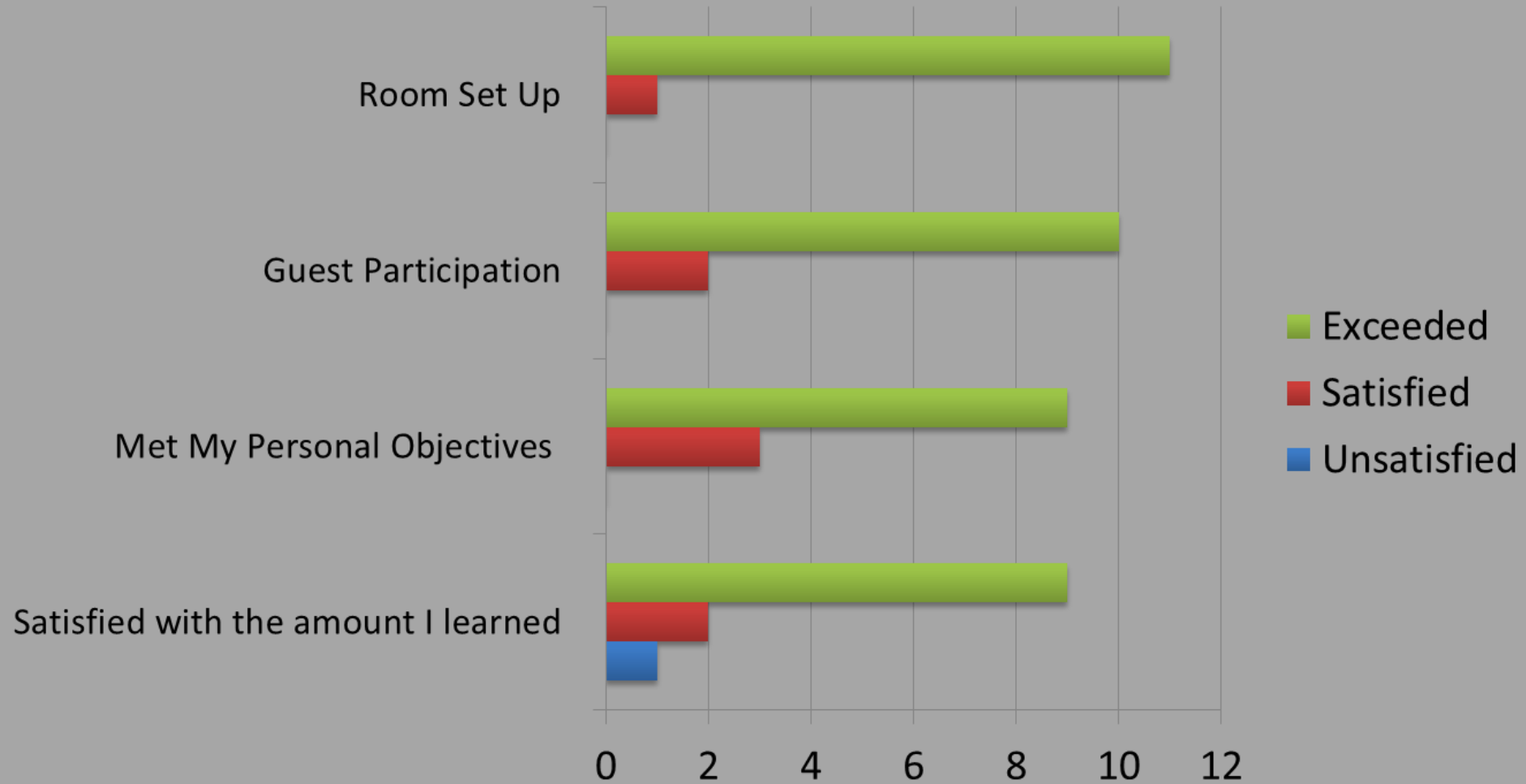
Report Date: Monday, September 8, 2014



The Learning Institute

PREPARED BY: MARIO LONGORIA

Event Satisfaction



Response Summary:

What is the most important thing you learned in this course?

- To be a team player, other ways to get your job done & be effective & positive.
- Handling different issues with customers.
- That customers may have different personalities, but if we as representatives are aware of how to handle situations, they are all reachable.
- Communication skills.
- Customer service etiquette.



Response Summary:

What additional courses would you like to see offered?

- It would be great to have DLC & it worked great at the WIC offices.
- More on how to handle irate customers.
- Safety in the workplace/working with others.
- More courses on customer service.
- Crisis communication training for employees.



Response Summary:

How could we better serve you?

- Continue to offer new training on the areas that need improvement.
- By sending information through social media.
- Providing more training just like this one for all employees.



Response Summary: Additional Comments?

- Thank you both, Liza & Lorena for making these training sessions possible to improve our departments.
- Everything about the class was great!
- Lorena is great!
- Very informative – thank you for making a big difference in how to deal with customers. Awesome job!
- Great course! Enjoyed it!
- I have worked for the City for 29 years and this was by far the best customer service training session!

Survey Results

Topic/Contents	Responders	Low: 1	2	3	4	High: 5	N/A
Met my personal objectives	12				3	9	
Clear and understandable	12					12	
I was able to master the course objectives	12			1	2	9	
Satisfied with the amount I learned	12				2	9	1
Class followed the outline	12				1	11	
Value to Company	Responders	Low: 1	2	3	4	High: 5	N/A
Content relates to my current job	12					12	
I will use this content immediately	12				2	10	
I understand why the company wants me to learn this content	12				2	10	
Content is consistent with current policy/mission of company	12				2	10	
Content related to our company and culture	12				2	10	
Course Activities	Responders	Low: 1	2	3	4	High: 5	N/A
I was actively involved in the course	12				2	10	
I was satisfied with the kind and number of examples used	12				1	11	
Practice time was sufficient	12				1	11	
Length of the course was appropriate	12			3		9	
Quality of instructional aids	12				1	11	
Instruction	Responders	Low: 1	2	3	4	High: 5	N/A
Well prepared	12				1	11	
knowledge about the subject matter	12				1	11	
Good presentation, style, and manner	12				1	11	
Able to answer questions confidently and completely	12				1	11	
Encourages class interaction	12				1	11	
Provides timely feedback on my performance	12				1	11	
Uses class time effectively for learning	12				1	11	
Does more than lecture	12					12	
Understands our company/culture	12					12	
Facility	Responders	Low: 1	2	3	4	High: 5	N/A
Convenient, well arranged, and comfortable	12				1	11	
Registration	Responders	Low: 1	2	3	4	High: 5	N/A
Form was clear and easy to fill out	12					12	
Personnel are helpful and friendly	12				1	11	
Information provided in a prompt manner	12				1	11	
Overall impression of the quality of education at Del Mar	12				1	11	