



# The Learning Institute

## Event Report

City Champions LVL2 - Customer Service

Session 0006/COR002

Instructed by: Lorena Parada-Valdes



Event Date: December 1, 2014

Location: Del Mar Development Center

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

Lecture Attendance: 18

Surveys Completed: 18

Report Date: December 9, 2014

Prepared by Mario Longoria

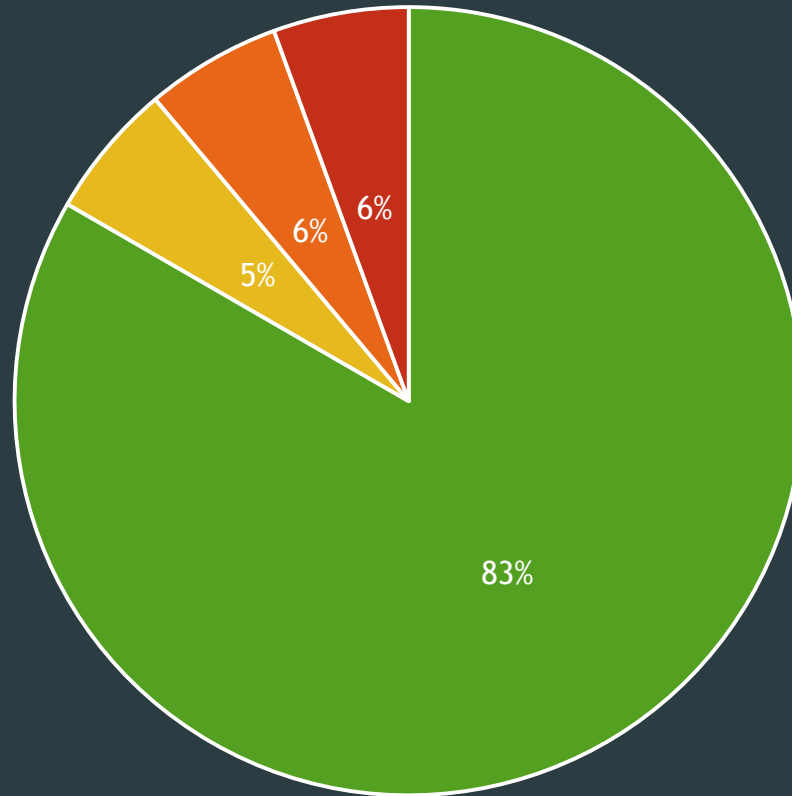


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# Survey Questions

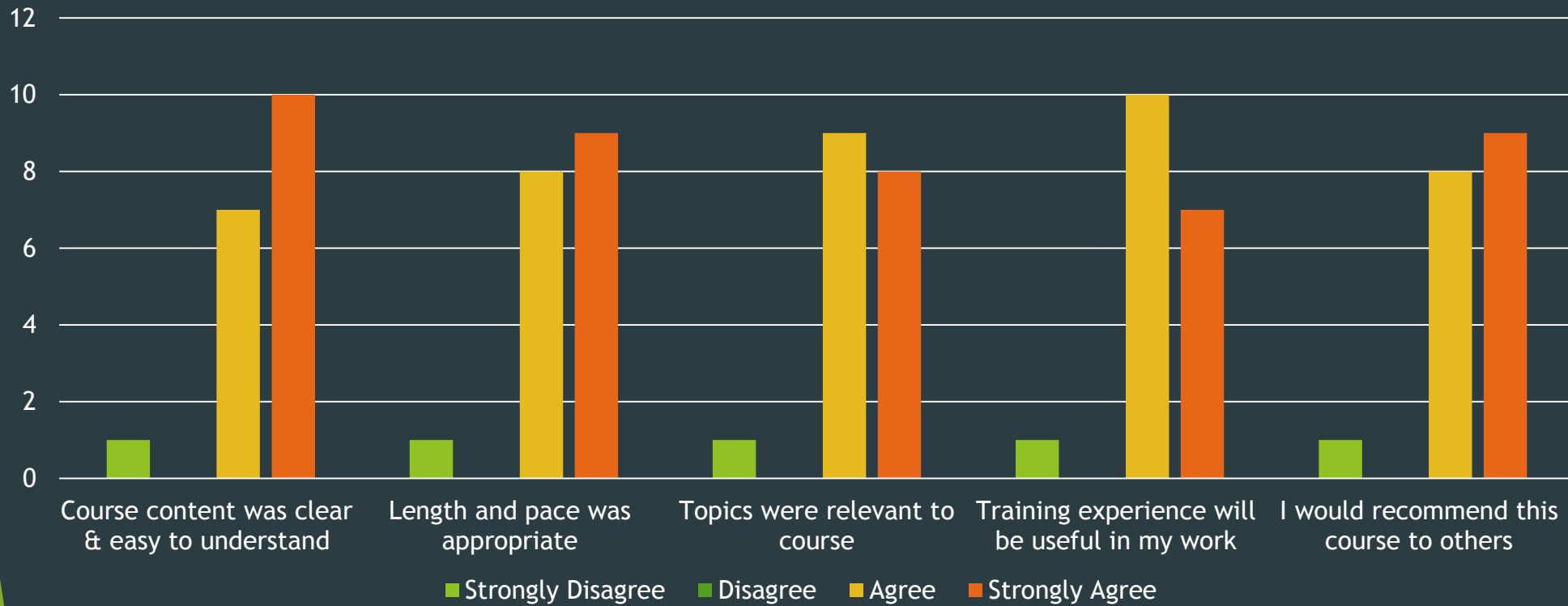
- ▶ How did you hear about this course?
- ▶ The course content was clear and easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be used in my work.
- ▶ I would recommend this course to others.
- ▶ Overall satisfaction
- ▶ Give an example of how you will apply what you learned in this course back on the job.
- ▶ How could this course be improved.

# How did you hear about this course?

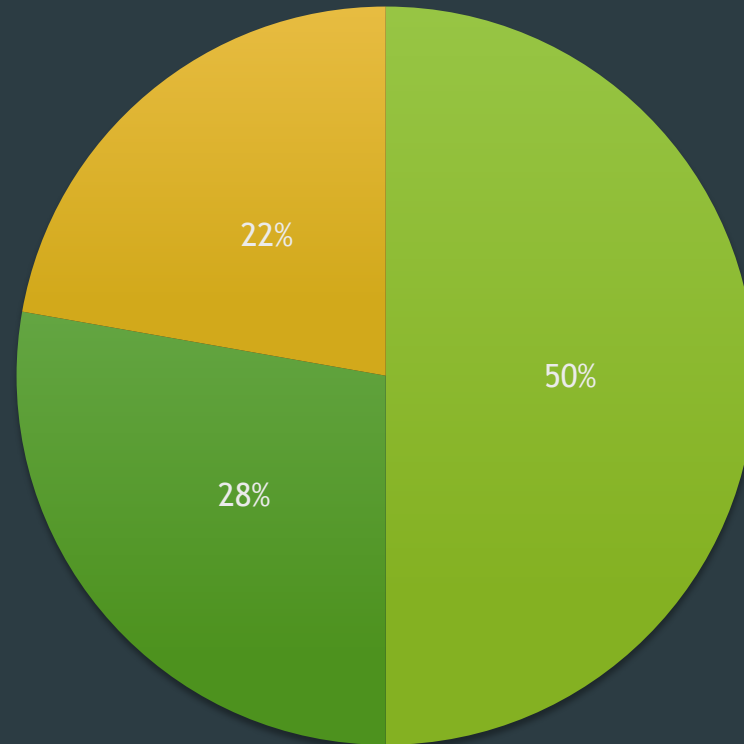


■ City Wide Announcement   ■ Supervisor   ■ Email   ■ Website   ■ Other

# Please evaluate the following statements



# Overall Satisfaction



■ 5 Stars ■ 4 Stars ■ 3 Stars ■ 2 Stars ■ 1 Star

# Give an example of how you will apply what you learned in this course back on the job.

- ▶ Need to be more respectful
- ▶ I will start asking the right questions from my customers
- ▶ Smile and patients
- ▶ Be more positive on the new changes coming up
- ▶ Stay calm, stay positive
- ▶ Keep the communication open working with one solution

# How could this course be improved?

- ▶ Make it an 8 hour course
- ▶ Nothing
- ▶ We always have room to improve in our skills and our customers service
- ▶ No comment, it was a very good course
- ▶ More time, material covered to quickly
- ▶ Very informative, I really enjoyed my morning