



The Learning Institute

Event Report

City Champions LVL2 - Customer Service

COR002

Instructed by: Lorena Parada-Valdes



Event Date: November 18, 2014

Location: Del Mar Development Center

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

Lecture Attendance: 7

Surveys Completed: 7

Report Date: December 8, 2014

Prepared by Mario Longoria

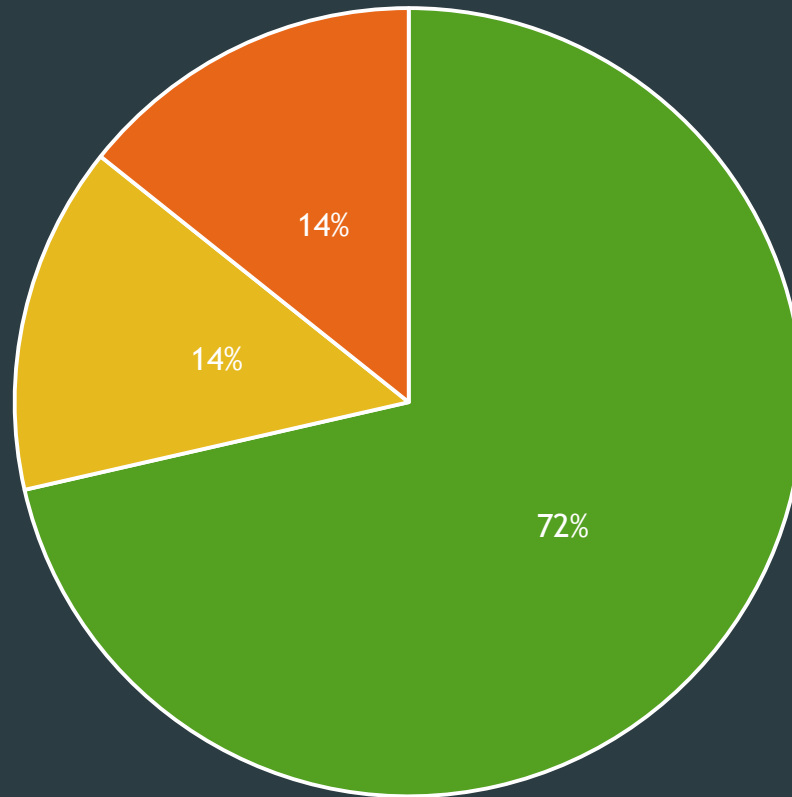


The Learning Institute

Survey Questions

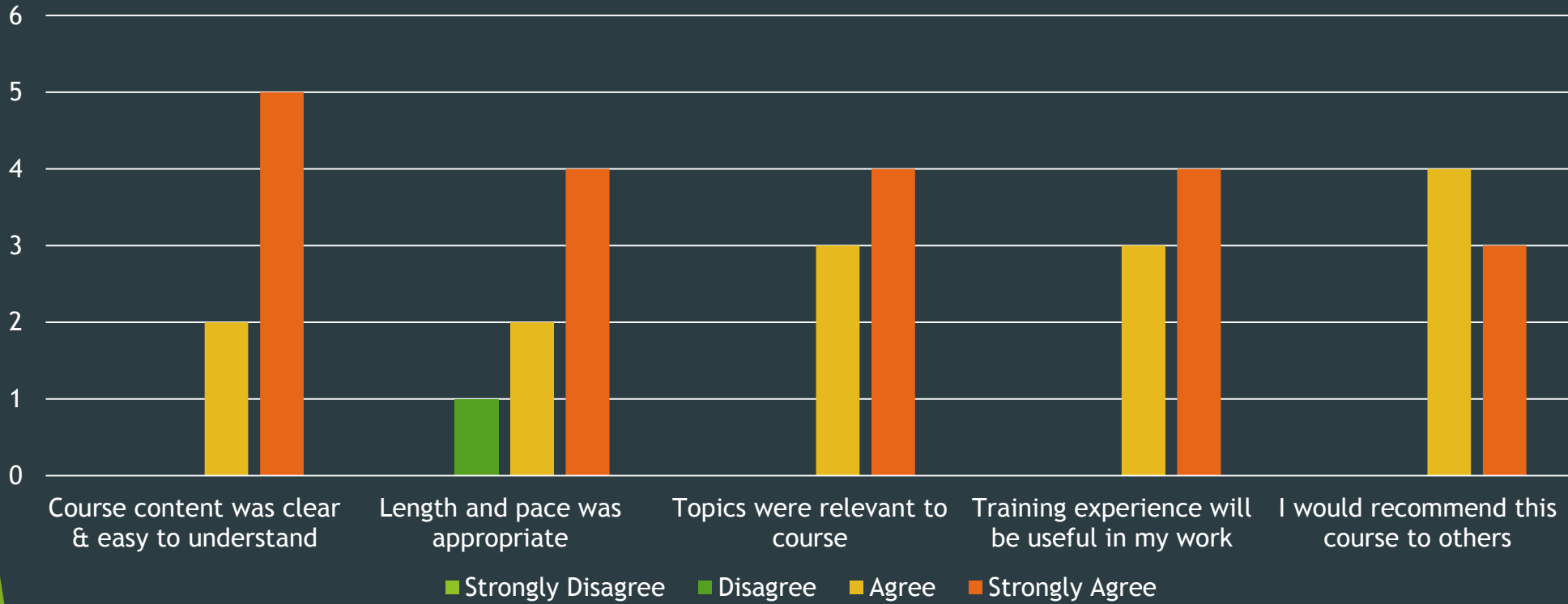
- ▶ How did you hear about this course?
- ▶ The course content was clear and easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be used in my work.
- ▶ I would recommend this course to others.
- ▶ Overall 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?

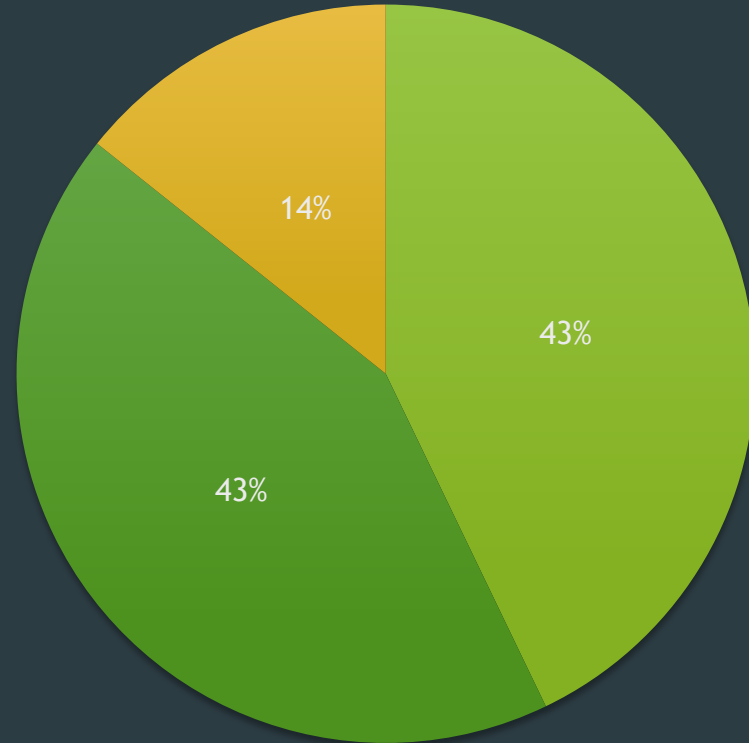


City Wide Announcement Supervisor Email Co-worker Other

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.

- ▶ I will review what I learned today and see if I can improve how I talk/help others
- ▶ Focus
- ▶ To handle any situation appropriately
- ▶ Focus and respect
- ▶ More ways to reach solution

How could this course be improved?

- ▶ I thought the course was great as is. Really enjoyed the class participants being all from the same department
- ▶ A bit longer
- ▶ Make it 8 hours long