



# The Learning Institute

## Event Report

City Champions Customer Service LVL. #2

COR002

Instructed by: Lorena Parada-Valdez



Event Date: November 18, 2014

Location: Del Mar Development Center

Event Time: 1:00 PM - 5:00 PM

Lecture Attendance: 8

Report Date: December 2, 2014

Prepared by Mario Longoria

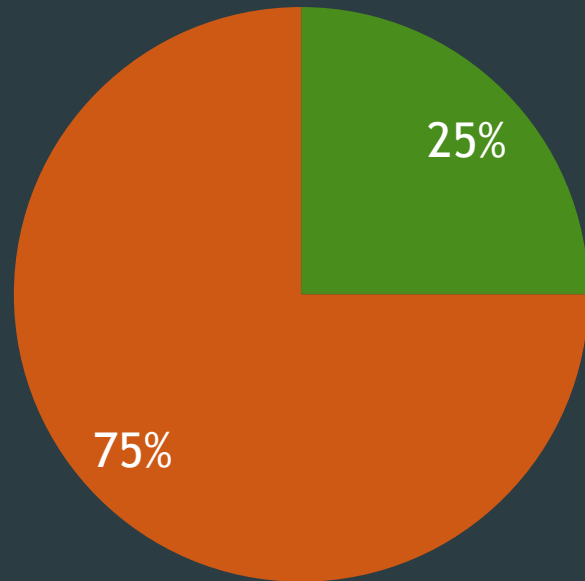


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# Survey Questions

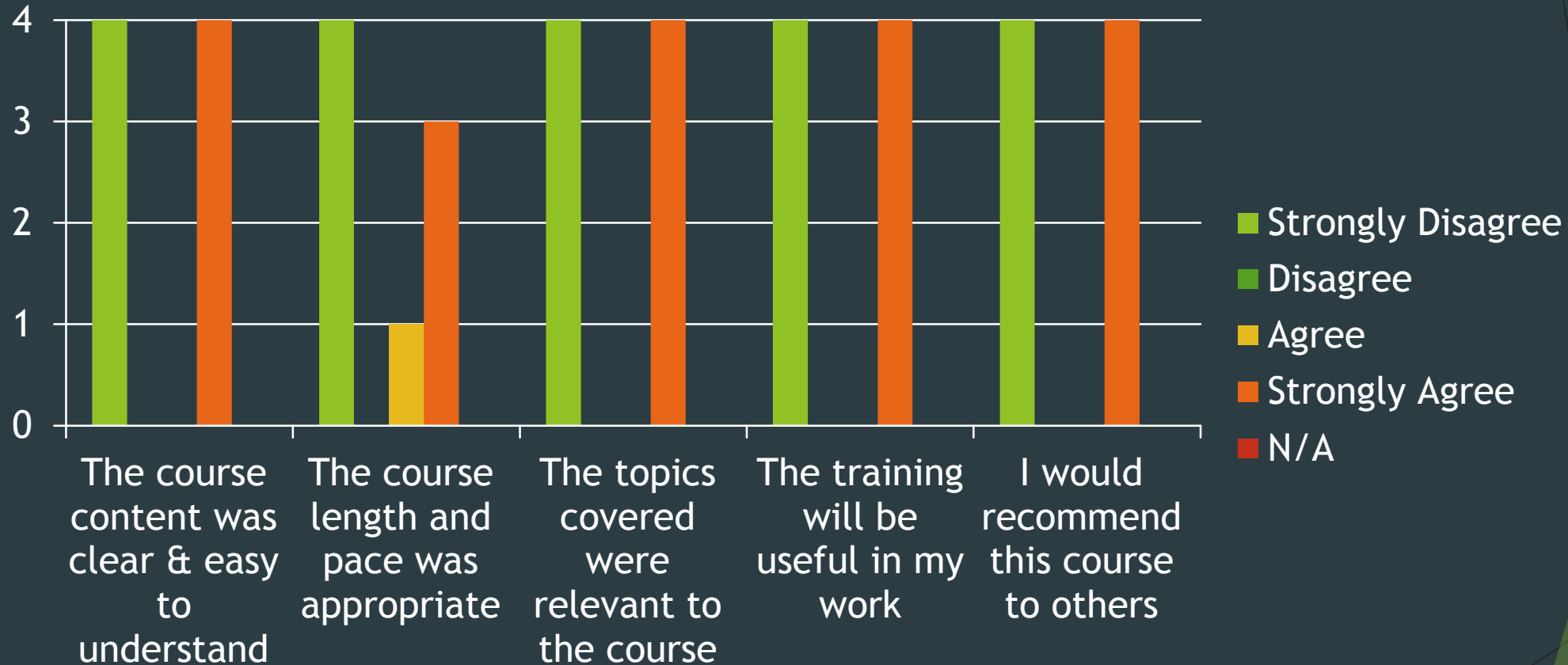
- ▶ How did you hear about this course?
- ▶ The course content was clear & easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be useful in my work.
- ▶ I would recommend this course to others.
- ▶ Overall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



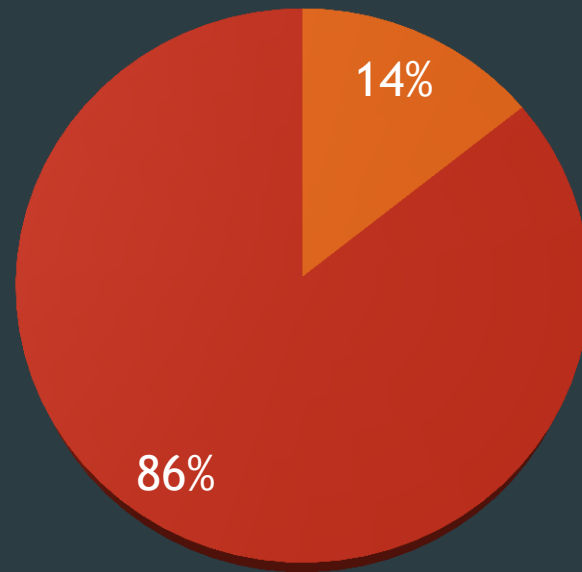
- City Wide Announcement
- Email
- Flyer/Poster
- Supervisor/Manager
- Co-Worker
- Website (LearningCC.org)

# Please evaluate the following statements



# Overall Satisfaction

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



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

- ▶ Manager needs customer service training
- ▶ I enjoy working in customer service - feel a sense of accomplishment when I've helped someone
- ▶ Everyday as I do all my work orders I will use what I have learned to move forward
- ▶ Listen to customers
- ▶ Be a model in my personal life as in my job place, working as a team everyday and ready to deliver my best
- ▶ Staying positive
- ▶ Phone skills, solving problems with customers
- ▶ To perform my job better

# How could this course be improved?

- ▶ Do not change
- ▶ Wish we had more time
- ▶ I wouldn't change it
- ▶ Nothing
- ▶ Nothing
- ▶ More group exercises! Handouts to go with the material being discussed
- ▶ Nothing
- ▶ Nothing