



The Learning Institute

Event Report

HR City Champions, Customer Service

BUSG 1005

Instructed by: Lorena Parada-Valdez



Event Date: September 26, 2014

Location: City Hall Basement Training Room

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

Lecture Attendance: 20

Report Date: December 1, 2014

Prepared by Mario Longoria



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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 even better?

What prompted you to enroll?

- ▶ The course is a required course
- ▶ It was mandatory
- ▶ Mandatory training
- ▶ To learn more about the program
- ▶ City department participated
- ▶ Request as team building exercise for all employees
- ▶ New department wide training
- ▶ It was mandatory
- ▶ Mandatory training; but also for my benefit
- ▶ The learning institute

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

- ▶ I loved it. It allowed me to search myself and look at other areas I needed to improve.
- ▶ Somewhat, not all of it
- ▶ No, I think it has given me more benefits and tools than I thought
- ▶ Yes, the course taught creative ways to ensure customer service in our roles with the city
- ▶ Yes but I feel that we are (most of us) already strong in customer service skills
- ▶ I did provide insightful information about customer service and team work
- ▶ I didn't have any expectations, although the speaker was much more interesting than I had expected. I enjoyed her presentation
- ▶ Yes, it was useful information to raise awareness
- ▶ Was good, but no new information, good as a refresher
- ▶ Yes, very informative

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

- ▶ It will help me by focusing on the areas I'm weak in
- ▶ It will help you understand some matters that occur on a daily basis
- ▶ Think it will help in many aspects and to be more attentive to customers
- ▶ More efficient customer service
- ▶ The course taught the fundamentals of customer service that will help in return to provide better customer service
- ▶ To put myself more in the shoes of the customer
- ▶ It will make me think more before I act
- ▶ Remembering that issues are what keep us/me employed
- ▶ How to use proper responses
- ▶ It will make me more understanding of needs and concerns of my peers and people I help

What would make it even better?

- ▶ Nothing, great speaker & presentation
- ▶ Everything was great
- ▶ Thank you, great speaker
- ▶ More interactive
- ▶ More interactive, overall very great presenter
- ▶ Not so long, make them shorter
- ▶ More focus on the strength finder assessment
- ▶ More hands on
- ▶ I think the course would be better if more class activities were incorporated
- ▶ More co-worker participation