



# The Learning Institute

## Event Report

City Champion LVL 2

COR002

Instructed by: Lorena Parada-Valdez



Event Date: January 20, 2015

Location: Frost Bank - Development Services

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

Lecture Attendance: 18

Surveys Completed: 14

Report Date: January 26, 2015

Prepared by Mario Longoria

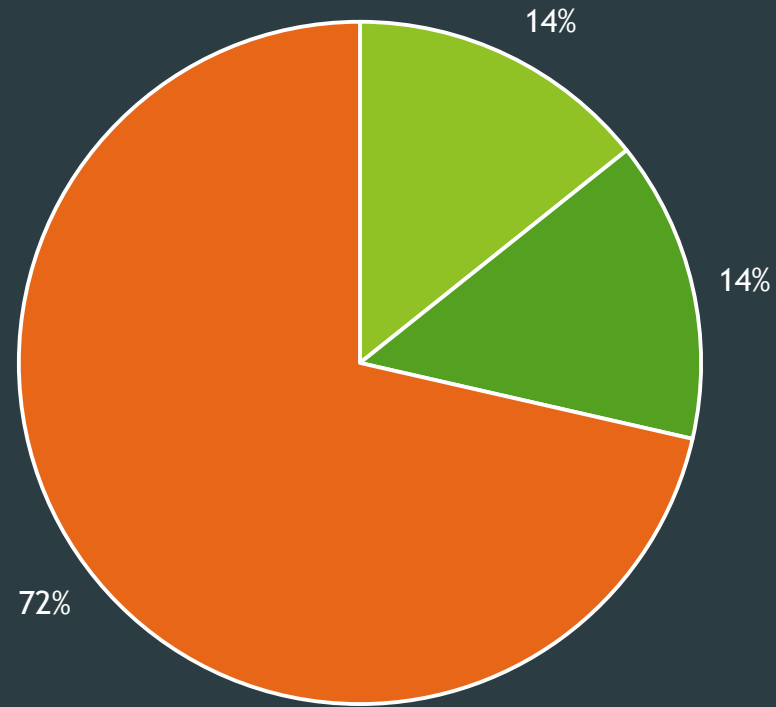


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# Survey Questions

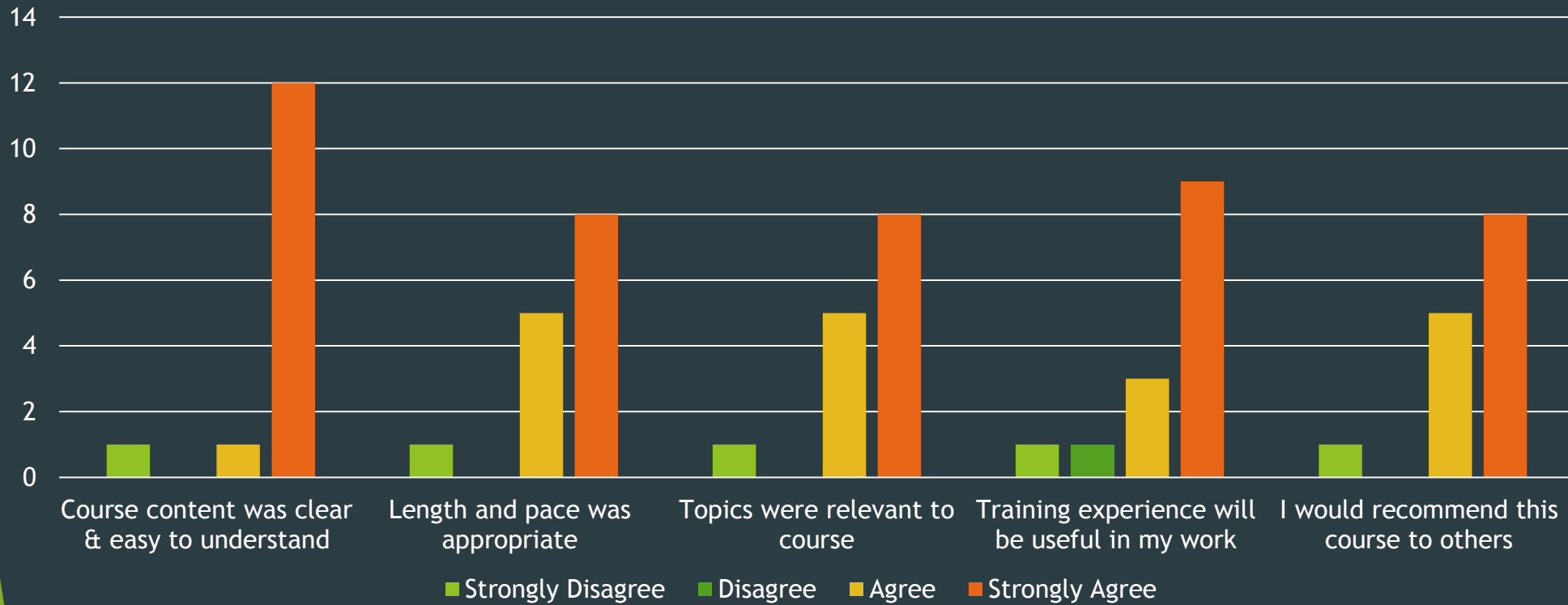
- ▶ How did you hear about this course?
- ▶ The course content was clear and easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be used in my work.
- ▶ I would recommend this course to others.
- ▶ Overall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

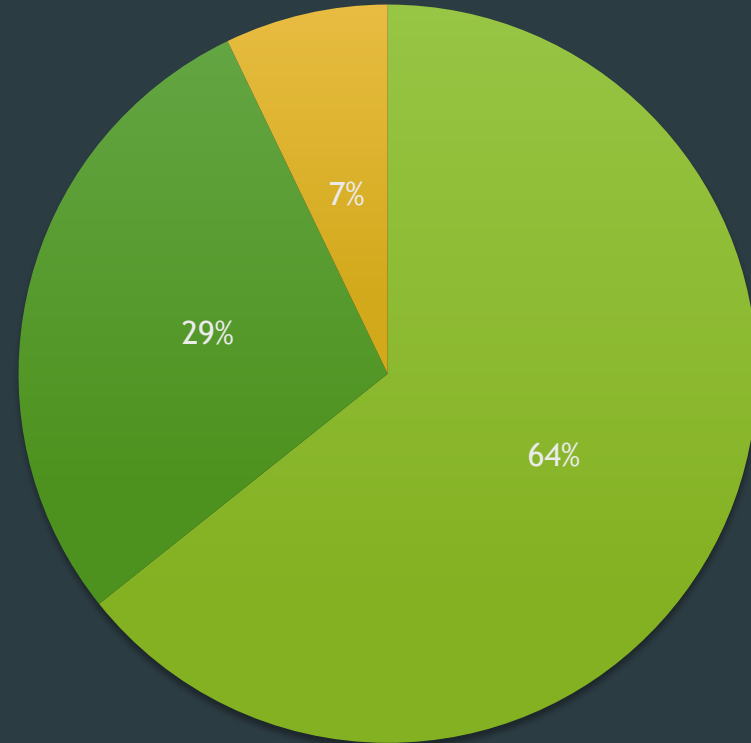


■ City Wide Announcement ■ Email (LearningCC.org) ■ LearningCC Website ■ Supervisor ■ Other

# 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 would love to use the 5 W's and H to help and get information from my customers. It will better help me to provide better customer service and see them happy
- ▶ It will help me be confident as a temp employee and will help trying to learn to become a permanent city employee
- ▶ Great refresher in customer service
- ▶ How to approach a customer and how to communicate
- ▶ Communicating more efficiently
- ▶ Will be helpful to handle my day-to-day customer interaction

# How could this course be improved?

- ▶ I don't see how it could be improved. It was a great class
- ▶ Apply more scenarios
- ▶ It was a great class. Nothing should be improved
- ▶ Comfortable chairs
- ▶ Maybe focus on how to work with co-workers as a team
- ▶ More real-life scenarios