



# 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: 8:00 AM - 12:00 PM

Lecture Attendance: 16

Surveys Completed: 16

Report Date: January 26, 2015

Prepared by Mario Longoria

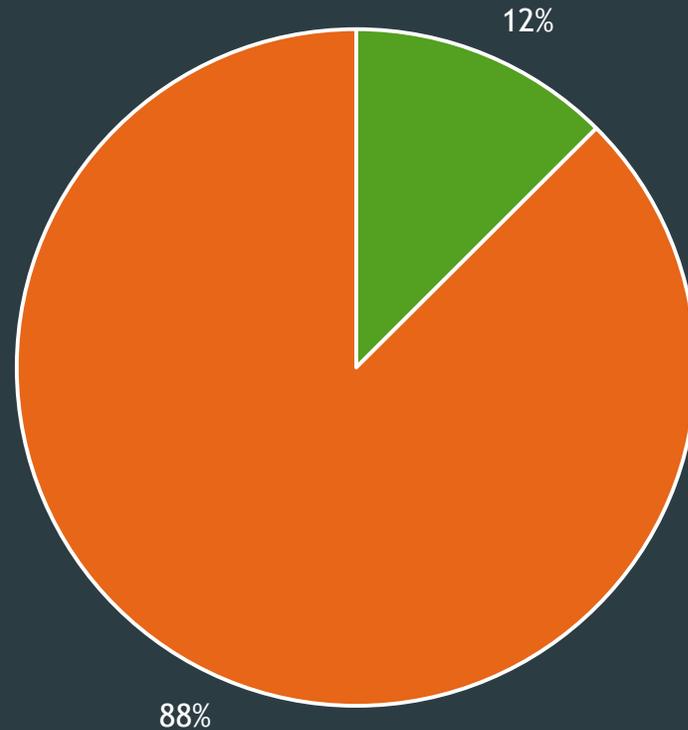


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# Survey Questions

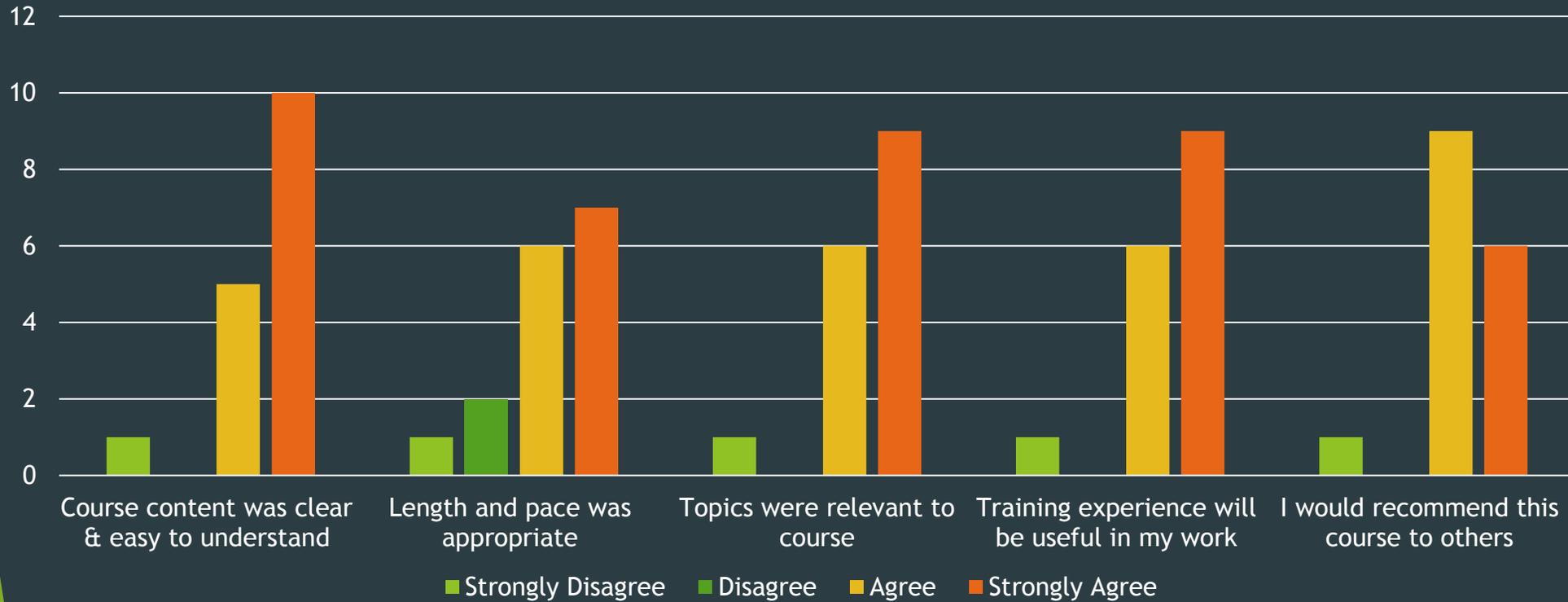
- ▶ How did you hear about this course?
- ▶ The course content was clear and easy to understand.
- ▶ The course length and pace was appropriate.
- ▶ The topics covered were relevant to the course.
- ▶ The training experience will be used in my work.
- ▶ I would recommend this course to others.
- ▶ Overall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

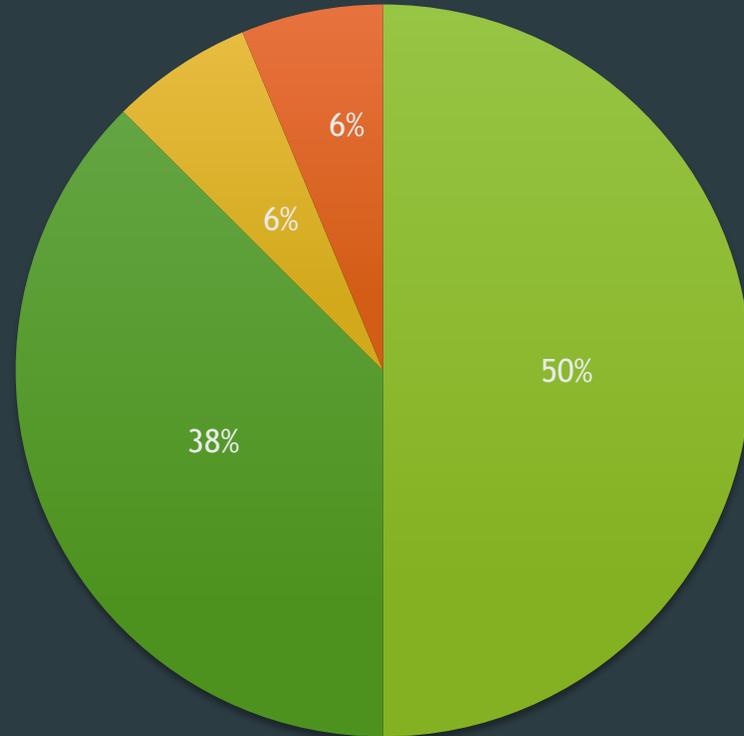


■ City Wide Announcement ■ Email (LearningCC.org) ■ LearningCC Website ■ Supervisor ■ Other

# 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.

- ▶ Listen to the customer, more patience
- ▶ Find time to decompress from day's work or difficult situation with customers
- ▶ Helping the citizens of the community
- ▶ When I meet someone at the counter, I will ask a little about them with a smile
- ▶ When dealing with customers, apply the concept of listening, communicating, and asking questions
- ▶ Everyday interaction between customers

# How could this course be improved?

- ▶ Provide multi-department/division class room training classes that include interactive discussions that provide insight into what responsibilities and issues
- ▶ Copies of the presentation and handouts with key phrases to use with customers
- ▶ Get other departments involved
- ▶ More handouts
- ▶ The training could be shorter
- ▶ Great course