



The Learning Institute

A Division of the City of Corpus Christi Human Resources - Learning and Organizational Development Department

<http://learningcc.org> • 361.298.0980 • learninginstitute@cctexas.com

Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

Event Date: Wednesday, March 18, 2015

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

Event Location: Choke Canyon Conference
Room

Lecture Attendance: 18

Report Date: Friday, May 26, 2015

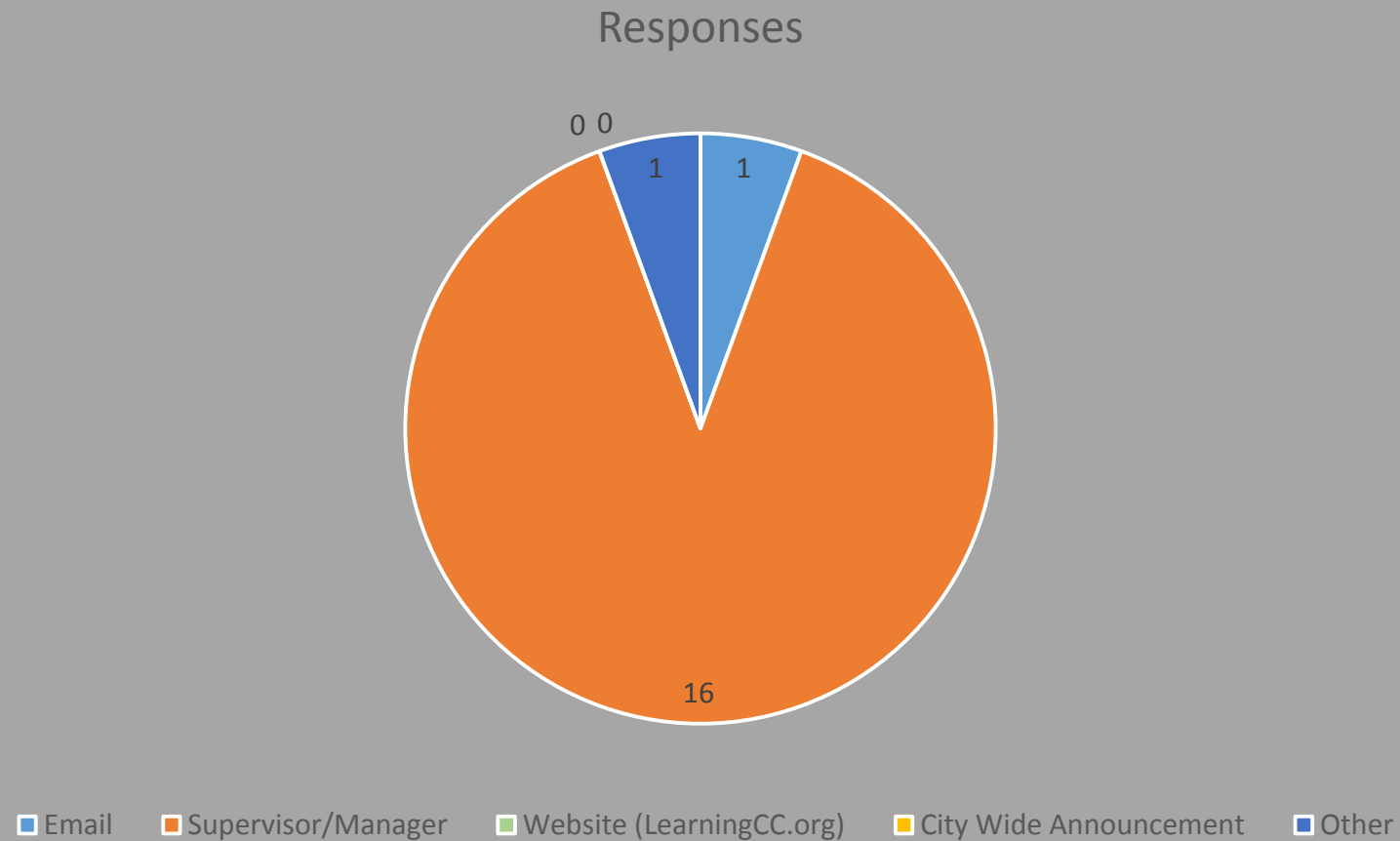


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PREPARED BY: CAITLIN BECHO

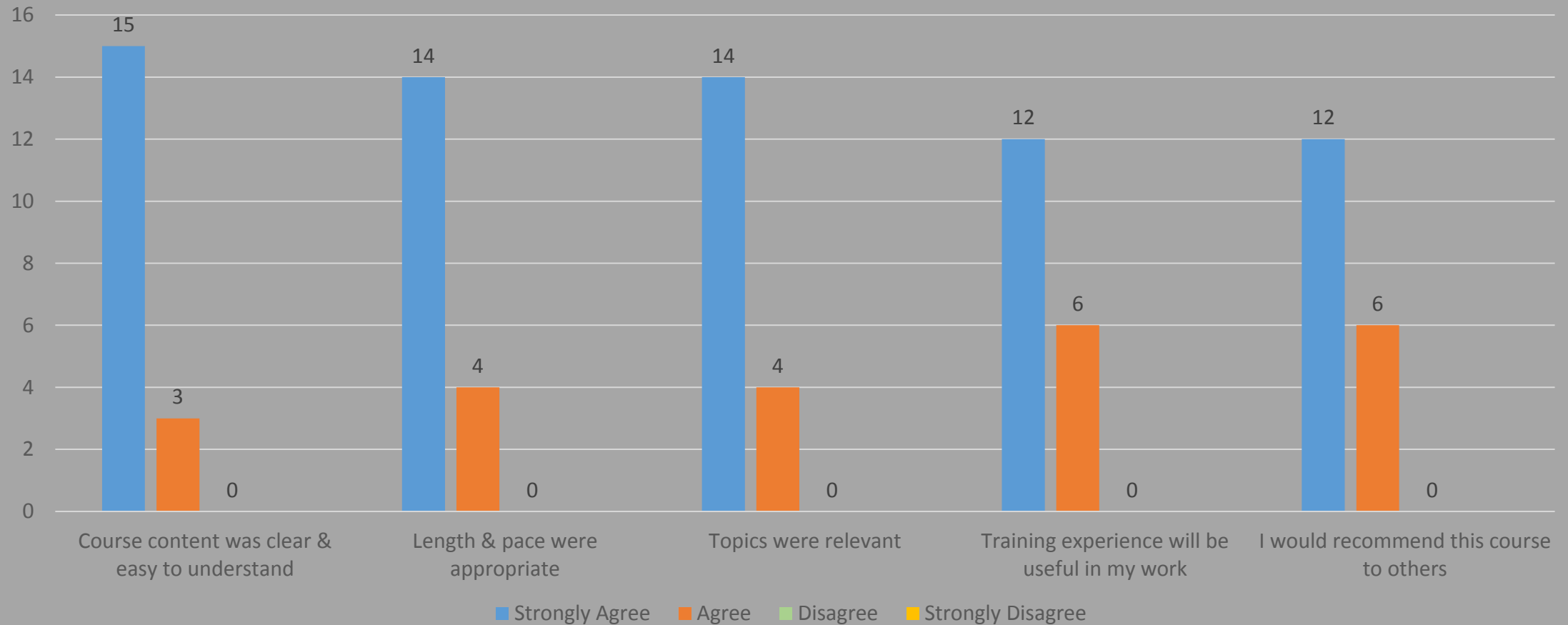
Survey Questions

- 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 I experienced 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 have learned in this course back on the job.
- How could this course be improved?

How did you hear about this course?

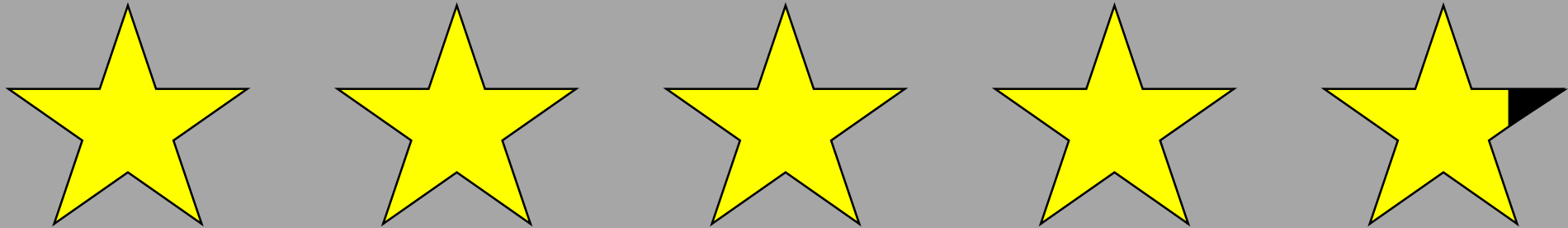


Please Evaluate the Following Statements



Overall Satisfaction

- 4.72 Stars!
- 14 5-Stars, 3 4-Stars, 1 3-Stars



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

- I will be more professional with customers
- I will acknowledge the customers complaints or praises
- I will validate the customers' feelings
- I will use this with employee relations
- I will lead by example

How could this course be improved?

- Use more videos
- Encourage role play
- Include more internal customer service
- Longer class!!