



# The Learning Institute

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

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## Event Report

City Champions LVL 2

Instructor: Lorena Parada-Valdes

**Event Date: Thursday March 19, 2015**

**Event Time: 1:00 – 5:00PM**

**Event Location: Choke Canyon Conference  
Room**

**Lecture Attendance: 18**

**Report Date: Friday, May 29, 2015**



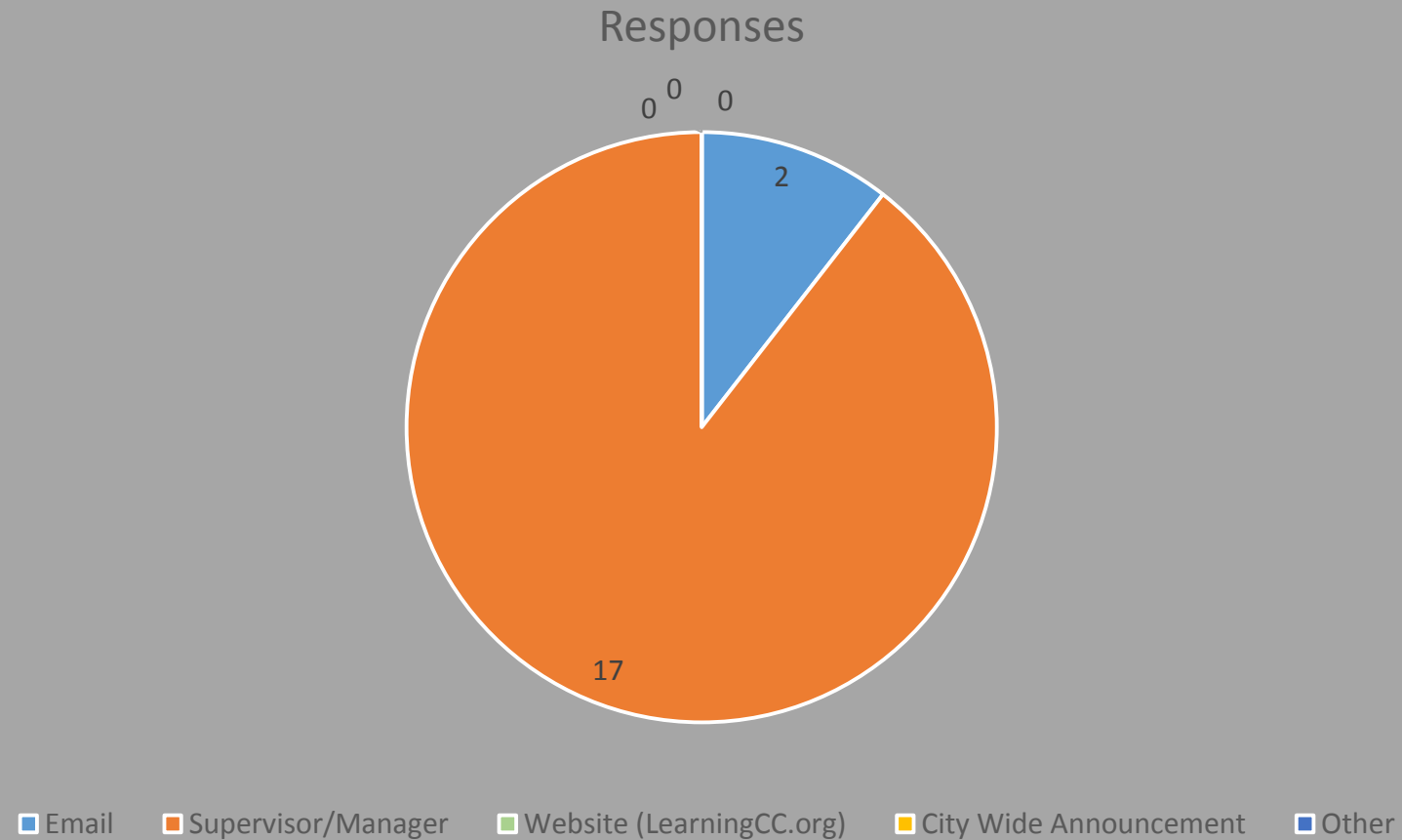
The Learning Institute

PREPARED BY: CAITLIN BECHO

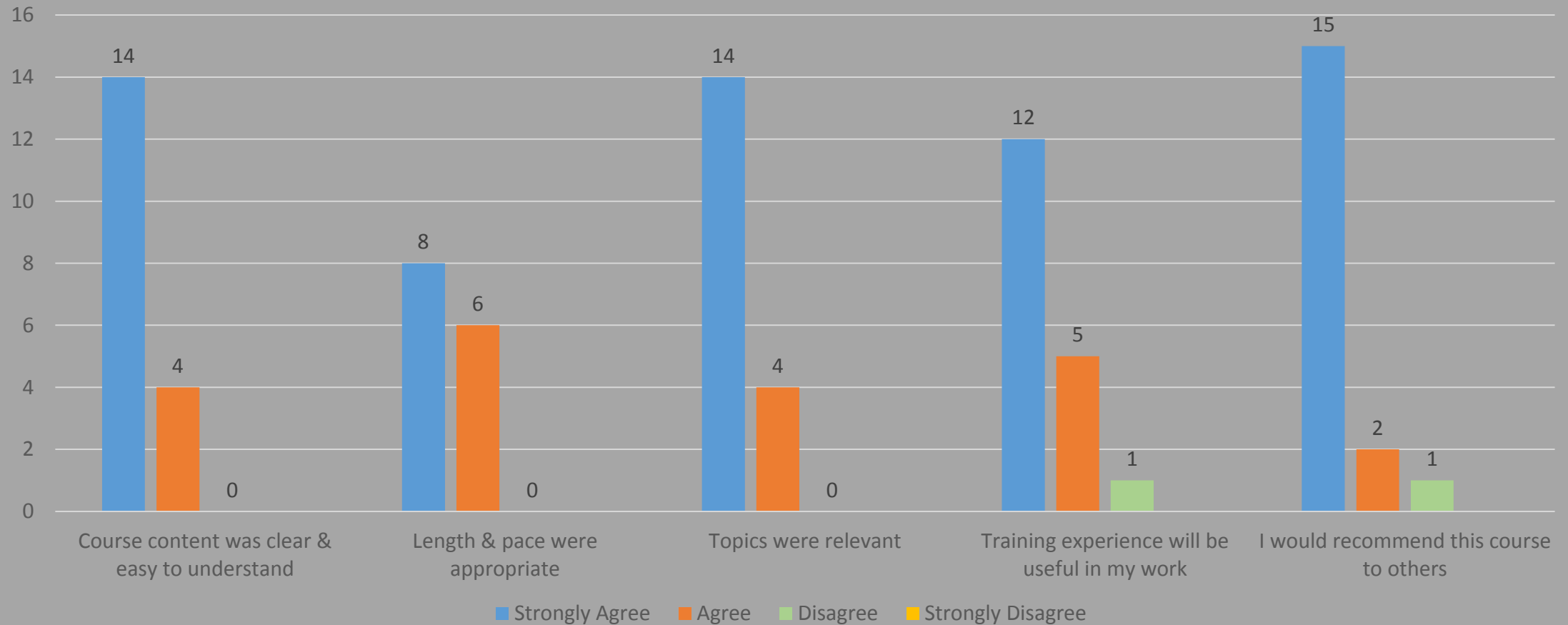
# Survey Questions

- 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?

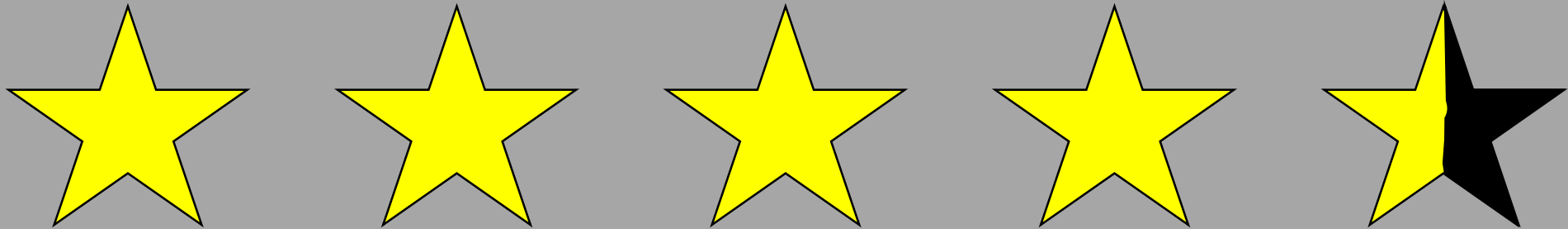


# Please Evaluate the Following Statements



# Overall Satisfaction

- 4.61 Stars!
- 13 5-Stars, 4 4-Stars, 1 2-Stars



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

- I will be more proactive in satisfying customers needs
- I will remain calm
- I will encourage my coworkers to give good customer service
- I will respect customers

# How could this course be improved?

- Access to presentation slides for follow up
- Longer course