



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: Monday, February 2, 2015

Event Time: 1:00 – 5:00PM

Event Location: Frost Bank

Lecture Attendance: 13

Report Date: Thursday, June 4, 2015

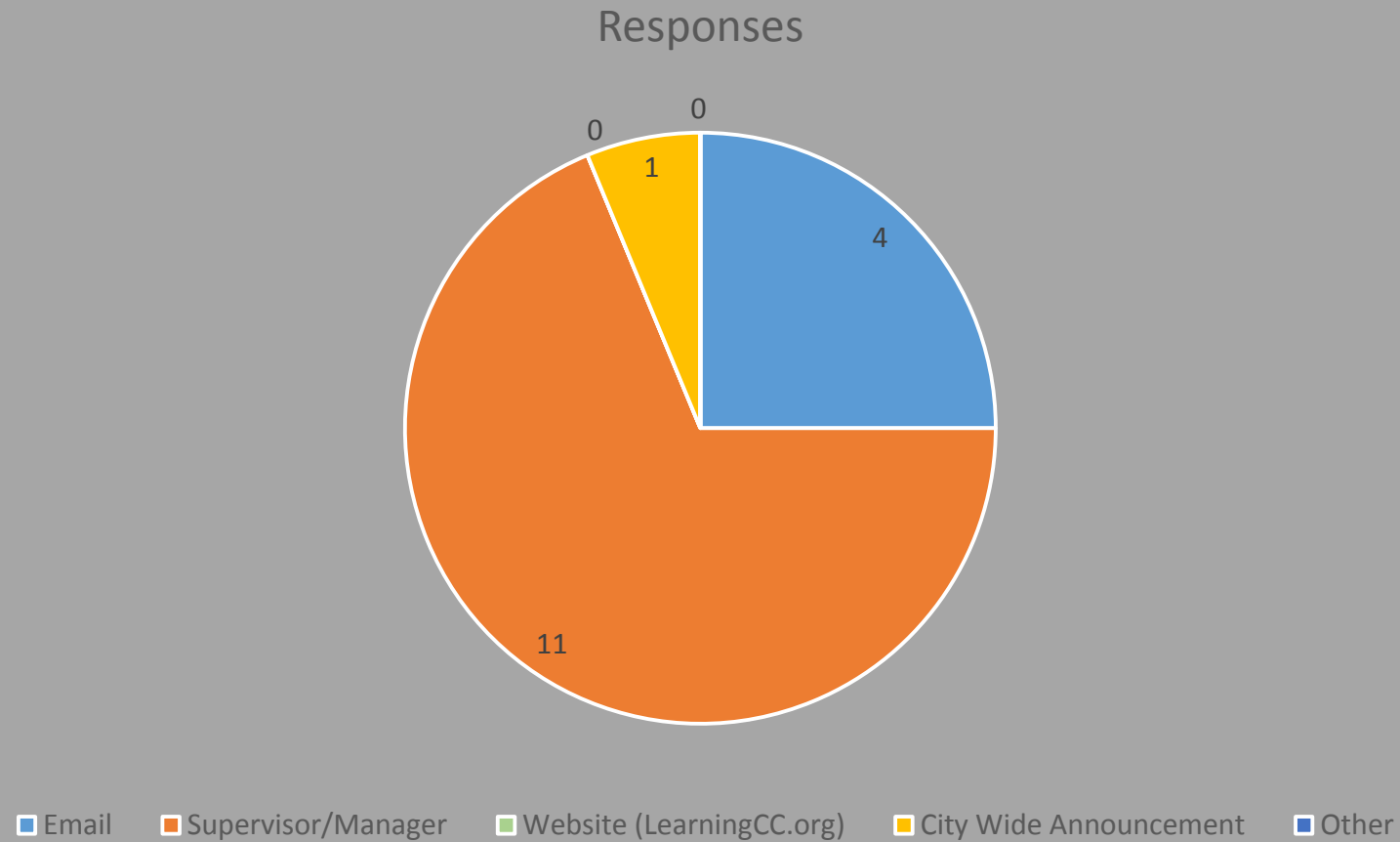


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PREPARED BY: CAITLIN BECHO

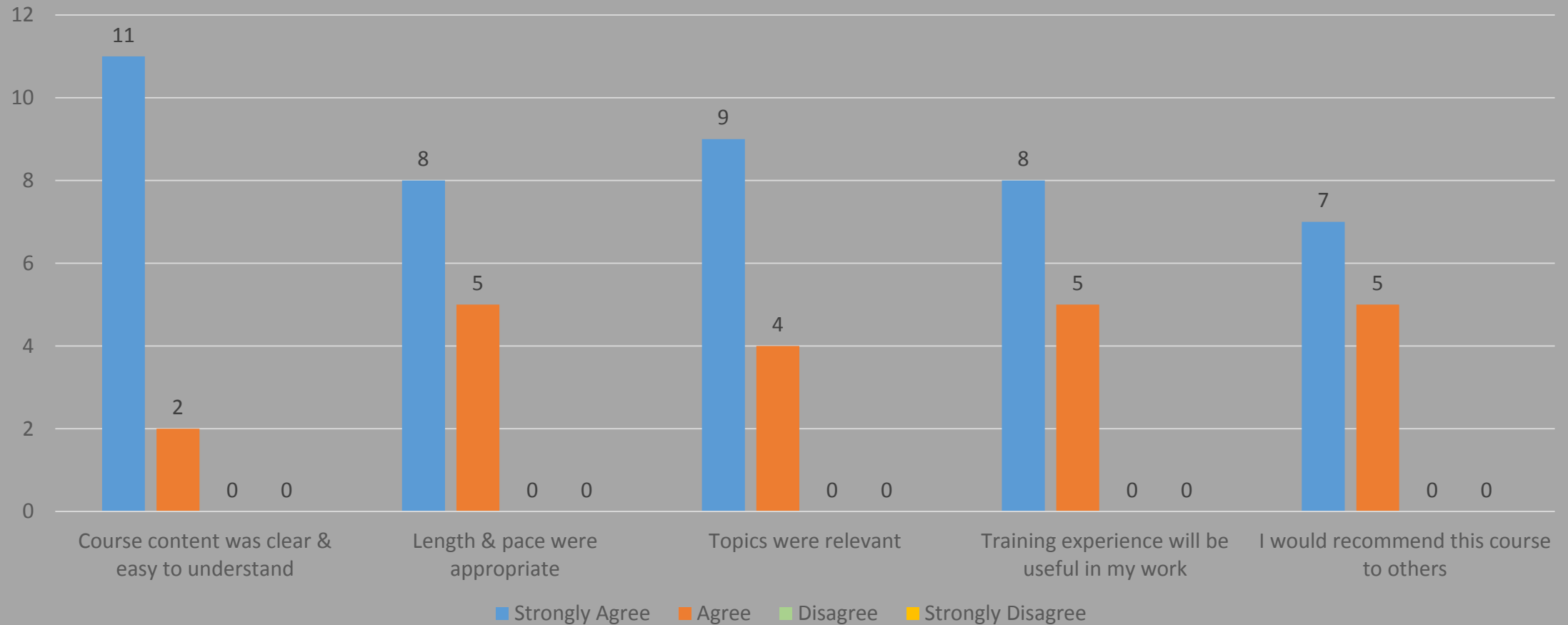
Survey Questions

- 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?

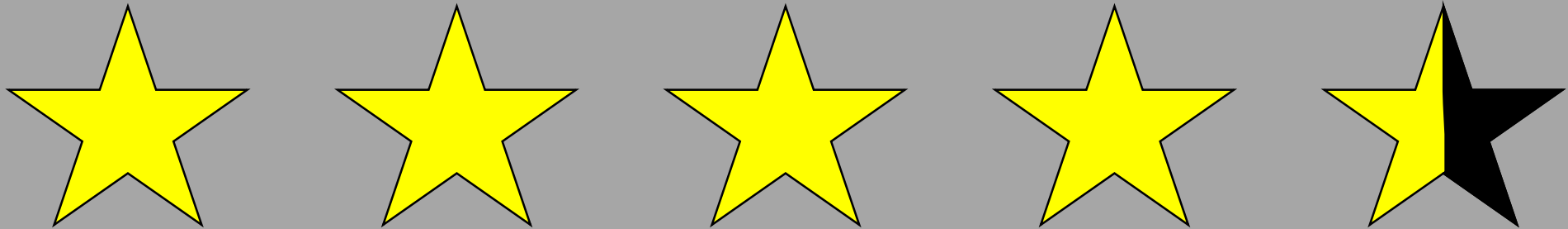


Please Evaluate the Following Statements



Overall Satisfaction

- 4.69 Stars!
- 9 5-Stars, 4 4-Stars



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

- I will be more aware of customers' needs
- I will not let customers push my hot buttons
- I will be able to de-escalate situations
- I will listen to customers
- I will remember the three P's

How could this course be improved?

- More on internal customer service
- More in depth
- Take home handout
- Focus more on accountability