



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: Tuesday, February 24, 2015

Event Time: 8:00AM – 12:00PM

Event Location: Del Mar Development
Center

Lecture Attendance: 10

Report Date: Thursday, June 4, 2015



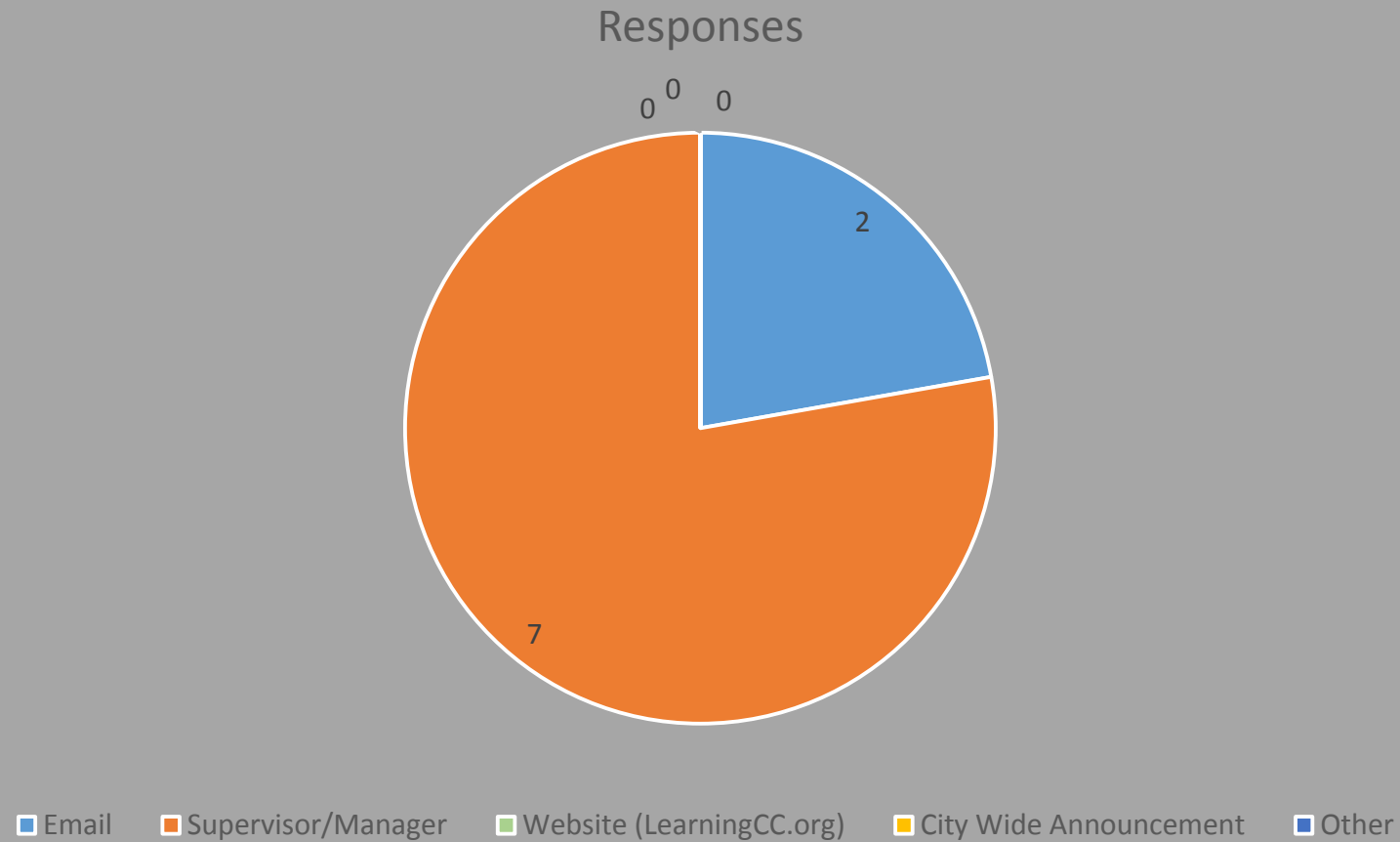
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PREPARED BY: CAITLIN BECHO

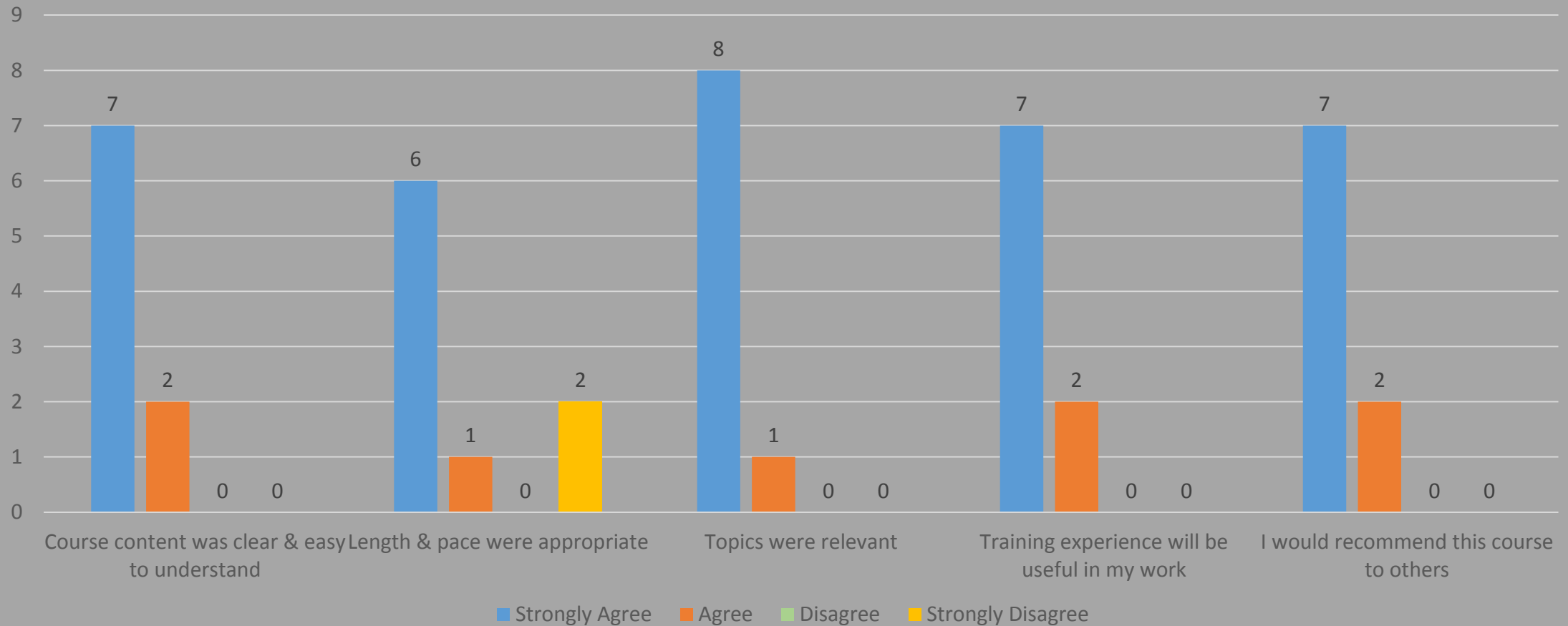
Survey Questions

- 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?

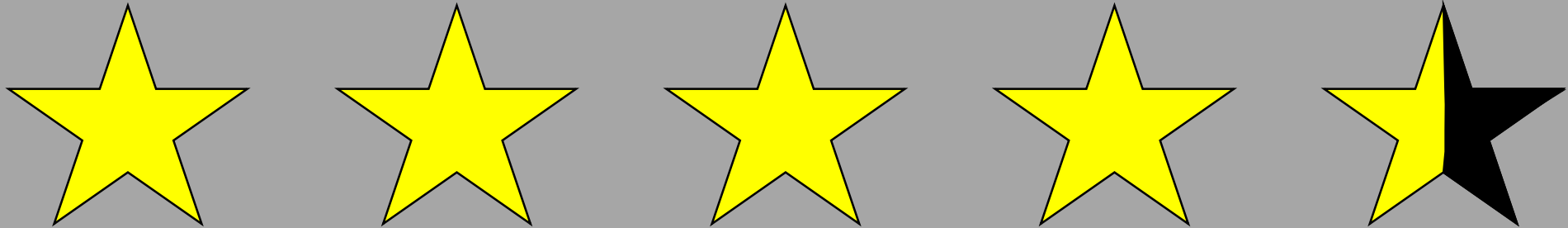


Please Evaluate the Following Statements



Overall Satisfaction

- 4.44 Stars!
- 6 5-Stars, 1 4-Stars, 2 3-Stars



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

- I will remember the three P's
- I will be mindful of customers' concerns

How could this course be improved?

- More on internal customer service
- Make it longer