



# 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:** Saturday, May 2, 2015

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

**Event Location:** Natatorium

**Lecture Attendance:** 12

**Report Date:** Thursday, June 4, 2015



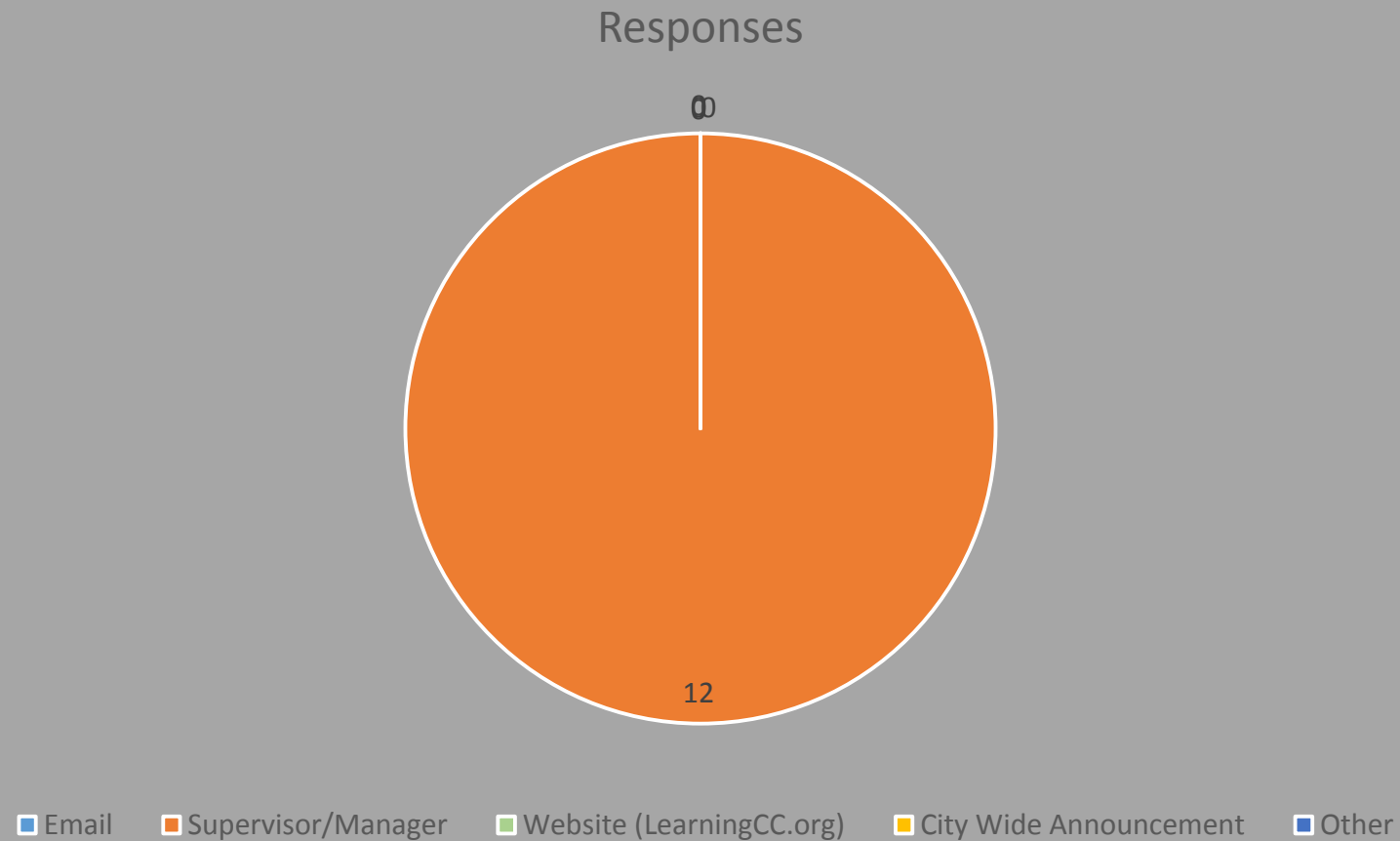
The Learning Institute

PREPARED BY: CAITLIN BECHO

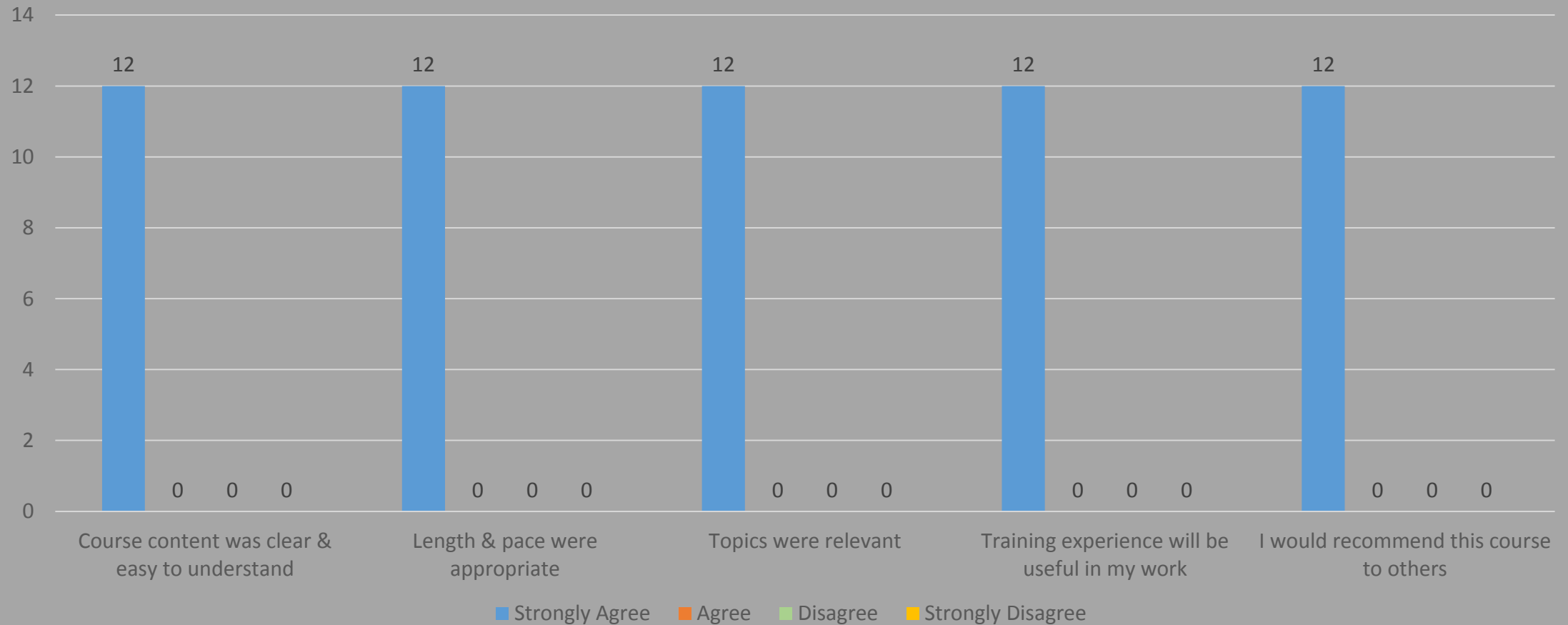
# Survey Questions

- 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?

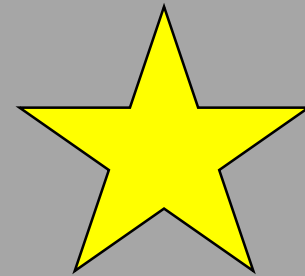
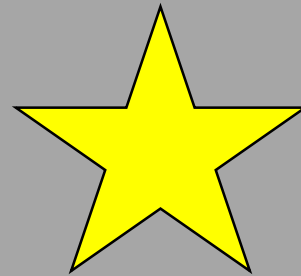
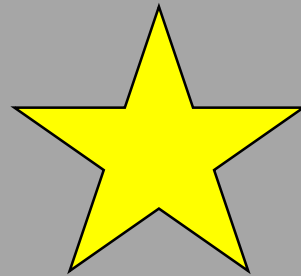
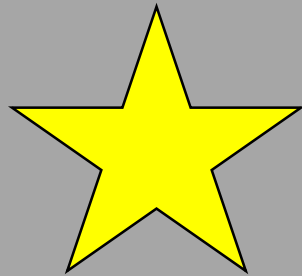
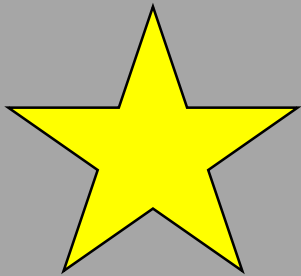


# Please Evaluate the Following Statements



# Overall Satisfaction

- 5 Stars!
- 12 5-Stars



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

- I will greet people as they walk in
- I will know my hot buttons
- I will be better at handling difficult customers
- I will know how to best respond to a question or complaint
- I will have a more positive attitude
- I will not let a customer ruin my day

# How could this course be improved?

- Provide Breakfast
- A little bit longer
- Make things more hands on