

Course Feedback Customer Service 24 May – 1 June 2015

5 participants

Please score 1 - 5: (5 = excellent and 1 = poor)

1 - Strongly Disagree, 2 - Disagree, 3 - To Some Extent, 4 - Agree, 5 - Strongly Agree

PROGRAM TOPICS:

- | | |
|---|------------|
| 1. The topics were very beneficial to my job: | 4.4 |
| 2. The topics were interesting and updated: | 4.6 |

INSTRUCTOR:

- | | |
|--|------------|
| 3. The instructor was knowledgeable and well prepared: | 5 |
| 4. The instructor was an effective communicator: | 4.6 |
| 5. The instructor presented the program objectives clearly: | 4.6 |
| 6. The instructor was competent in keeping the sessions alive and interesting: | 5 |
| 7. The instructor uses the audiovisual aids effectively: | 4.6 |

TRAINING MATERIAL:

- | | |
|--|------------|
| 8. The material covered in the program is beneficial to my job: | 4.6 |
| 9. The material was clear and presented in an interesting way: | 4.4 |
| 10. There was a balance between the theoretical and practical exercises: | 4.4 |

TRAINING METHODS AND AUDIOVISUALS:

- | | |
|--|------------|
| 11. The audiovisuals were effective and diversified: | 4 |
| 12. There was a good balance between presentations and group work: | 4.4 |

OVERALL EVALUATION OF THE PROGRAM:

- | | |
|--|------------|
| 13. I would apply most of the program skills and techniques in my job: | 4.8 |
| 14. I feel the program will help me do my job better: | 4.8 |
| 15. The program was a good learning experience. I am satisfied with what I have learned: | 4.6 |

Comments

- I like the program a lot, even for “non-reception” employee. It helps because it teaches you how to communicate with people in difficult situations, and it will help us to teach receptionists what they need to do.
- No, thank you very much.
- It will be beneficial to give the training to staff. I like the techniques so much and I will use it in my next training session in company.
- Very useful and informative. Excellent and enjoyed all the sessions.
- Thank you to teach me.