

Seminar Evaluation Customer Service Training

Please check the answer that best expresses the way you feel about this training seminar. Also, please answer the questions and comment in the space provided. Leave this evaluation for your instructor at the end of the session.

1. The information in this seminar will help me be a better information provider and allow me to give better customer service.

27 Strongly Agree 27 Agree 2 Disagree Strongly Disagree

2. The instructor delivered the subject matter well.

31 Strongly Agree 24 Agree 1 Disagree Strongly Disagree

3. The exercises and activities seemed:

12 Excellent 41 Good 2 Fair 1 Poor

4. Overall, how would you rate this seminar?

21 Excellent 32 Good 3 Fair Poor

(Could not hear due to noise on the 2nd floor)

5. What did you like most about the seminar?

The overall attitude was great, was easy to listen to and enjoyed very much

To think about the customer.

Helping to realize some bad habits.

2 - Interaction.

Well organized; flowed smoothly.

4 - Instructor; Good presenter.

2 - Real life examples and circumstances brought things nearer to home; more understandable..

Smooth flow, clearly articulated, positive approach.

Interacting with others & speaker; hearing what others have to say.

First half of seminar.

Small group, not intimidating atmosphere.

It pointed out some things I did not realize.

2 - Trainer very knowledgeable. Good delivery.

It was a great reminder of things we forget when dealing with customers.

I don't work directly with customers.*

Broaden my knowledge about how to deal and interact with my co-workers.

Instructor spoke about her experiences.

Straight forward content; examples given.

2 - Interactions of all; table discussions.

Tips, pointers & real life situations.

Examples, quotes, activities.

The main points were laid out well in smooth context.

Length of time – 3 hrs.

2 - Information.

2 - Realize it's not about you.

Key issues – appearance; communication – yeah!!

Getting the people at the same table who don't know each other to interact.

Casual.

2 - The order & form of presentation; it was personable.

2 - Very clear, concise.

The people.

Our exercise handout.

Humor portrayed by the presenter.

Very informative & given in a relaxed manner.

6. How would you improve the seminar?

This particular ?, the setting was very dim. I think it is better in a bigger environment/
Wake the group up.

5 - ? Can't think of anything; N/A; Not sure, seemed fine just the way it way.

5 - The full day program might have been nice. Full day – more examples & exercises.

Activities involving movement.

More hands on if time allows.

More depth.

More breaks; more time on topics. Seemed rushed.

4 - More time, movement/activities – role play; Longer. Discussion.

It was good, but maybe not condense it so much.

Including managers with staff.

2 - More group activities.

Provide better examples with more thought and angles.

10- Have it someplace quiet; less background noise. Change location.

2 – break sooner; 1st half too long

What not to tell the customers and tact. Sometimes employees share too much info,
hurting the company.

Move along more quickly.

7. Are there any related topics that you feel should have been covered during the seminar?

No – 10; wonderful job.

I would love to have talked more about and given more examples about customer service related to our specific job.

How to escalate an issue if needed.

Maybe a little more on providing us with more ways to react to situations.

Internal customer service with co-workers.

There is no formula for dealing with a customer; each is individually approached.
Employer support.
More on how to deal with difficult customers; details.
Phone, but realize there wasn't time.
Most CS reps struggle with control of emotions when directly confronted with anger.
More in depth exercise on control of ego.

8. Additional Comments:

N/A

Good job!

2 - Thank you!

Wasn't crazy about the geese analogy!

Great refresher!

Great! Saw so many of my employees and hope they can see themselves.

Would like a way of identifying ourselves & our weaknesses so as to improve.

Hoping management is taking this class. Sometimes it is up to them to make our customer service better.

Very solid information, delivered well.

2 - Donna did an excellent job with time allowed.

Thanks for all the advice & learning. It was great!

Lady knows her subject.

Feel awful about background noise. (afternoon session)

Less smiling!

9. What day or days of the week would be best for you to attend a workshop or training?

4-Any _13_ Mon _17_ Tues _24_ Wed _18_ Thurs _18_ Fri _3_ Sat

10. What time of day works best for you?

2-Any _35_ Morning _19_ Afternoon (1-late) __3_ Evening

11. How did you learn about this workshop?

24 - Work (management/boss) & 2 - flyer; RLBS

Betty Gensel

5 - Through Saddleback Mtn.

FCCCN

Employer

6 - Rangeley Chamber

From the front desk

Mandatory!

3 - E-mail

12. What is the best way for you to learn about future workshops or trainings?

30 Email _13_ Mail __5_ Phone _4_ Other (community channel)

13. Please check which job title most closely fits your position.
3 Owner _14_ Manager _32_ Staff _3_ Other (clerk)

14. What is one action that you will take as a result of this workshop?

How important good customer service is.

Better dispute resolution.

3 - Smile!

2 - Smile when answering the phone.

Evaluate our cycle of service.

Clearly think about individual situations.

3 - Check & better my Attitude.

Contact speaker to come to our company for future training of frontline staff.

7- Listen more to my customers' needs; completely

1- Listen & don't interrupt.

Not known, but all I've experienced and learned has been reinforced today.

Realize how I am reacting towards customers and try to improve that.

Thinking about interactions with customers.

Listen to customer issues more realizing that they do not always have the information that I do.

My plan will be to poll the employees to see what they gained.

Communicate more with my co-workers.

3 - It is not about us, it is about them!

Bring fresh info back to staff.

Will point with the whole hand instead of a finger.

Patience.

Try to be less selfish.

Follow-up with folks from the company who attended. Expanding within our company the issues brought up.

Deal in a more positive manner with customers.

I will be more aware of the way I talk with a customer, especially a complaining customer.

Everyone that I can possibly use! Thank you!

Share this information with the various organizations I work with.

Share info in meeting.

Be more positive.

Be more understanding of other people's needs.

Try harder!

- We did not get to discuss the back line people and how they serve the front line and DO impact the way in which those people serve the customer. This person feels that this seminar was not related to them, which is a false assumption. I am sorry we did not have time to go into this more. DMF