

SSS Ambassador Seminar – “The Art of Service Competencies” (21st of April 2011)
by Manoj Sharma – Singapore Service Academy

Total Number: 49 Feedback forms

Legend			
1	2	3	4
Poor	Acceptable	Good	Excellent

1. How would you rate the seminar in terms of the following? Please tick.

	0	1	2	3	4
Overall	4%	2%	4%	40%	50%
The Speaker	4%	2%	2%	30%	62%
The Audio-Visual Aids	2%	2%	18%	55%	23%
The Presentation handouts	2%	0%	28%	44%	24%
Venue	2%	8%	24%	48%	18%

2. On a personal level, how relevant was the topic to you? Tick one of the following.

Very Relevant	Somewhat Relevant	Neutral	Somewhat irrelevant	Irrevelant	NIL
53%	30%	10%	2%	0%	4%

3. What’s the major take away from this seminar and how do you think it can value-add to your organization?

- ➔ Art of listening
- ➔ Increase service level
- ➔ Difference of human and system board
- ➔ Art of questioning
- ➔ Customer engagement
- ➔ A new angle/mindset in regards to service providing

4. What are some of the service quality seminars you hope Singapore Service Star can organize in the future?

- ➔ More of such “mind-set” based seminars
- ➔ Service Quality for the executive general managers

- Should be an on-going process
- More guides on how to give service from the heart
- Problem solving
- The art of answering

5. Any other feedback and comments?

- The speaker was great!
 - Change of venue
 - More time frame as seminar time too short.
 - The content is really refreshing compared to many other seminars.
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