



Course Title : **Knowing Service Excellence**
 Course Organiser : **DifferWorld**
 Training Dates : **11 Feb'11**
 Duration : **8 hrs**
 Number of respondents : **18/20**

B) COURSE CONTENT & TRAINER'S PERFORMANCE

Please circle the appropriate rating according to the following scale :-

Facilitator's Effectiveness	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. Plans and organizes the course well.	0%	0%	0%	28%	72%
2. Demonstrates good knowledge of the topic.	0%	0%	0%	17%	83%
3. Able to communicate ideas/concepts well.	0%	0%	0%	22%	78%
4. The handouts and course materials are well designed and organized.	0%	0%	21%	43%	36%
5. Overall, the facilitator has been effective in facilitating participant's learning.	0%	0%	0%	28%	72%

Course Content	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1. The knowledge, concepts and skills gained are practical and useful.	0%	0%	0%	24%	76%
2. The length of the course is just right.	0%	0%	6%	18%	76%
3. Overall, the course content meets its stated objectives.	0%	0%	0%	22%	78%

Overall

1. The feature/topic of the course which I like best.

Examples given.

Service willingness & Human Value Add.

Clear definition of Product, Service & Experience, Agreement & Responsibility. X2 ✓

Overall good..

Service & Communication x 2

The mental model and people interaction

Definition of Service x 5

It is a fundamental mind shift to what service is all about

The importance of human value add to improve the entire organisation and personally. ✓

Ability to deliver the meaning and essence of service in a different light ✓

The refreshing concept of service

It starts from the person.

2. The feature/topic of the course to be improved.

The concepts towards end can be further highlighted

3. The feature/topic of the course to be excluded.

4. The skills/knowledge I learnt from the course would be implementable in my workplace

Communication x 2

Services, value-Add to justify for better selling pricing. ✓

Improve my service internally and externally. ✓

Service is...

Service & Communication

Responsibility & Agreement

Service - about put others above self

What make a difference service

Difference in the volume chain

5. Any other comments you would like to add?

Well Done! ✓

Very enlightening course ✓

The trainer is a good communicator ✓

All staff must attend ✓

Very engaging and interesting delivery of content ✓