

## Evaluation Summary for National University of Singapore (NUS)

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No. of Respondents: 17

Course: Awakening the Heart of Service Excellence    Date: 08 Dec 2011    Duration: 1 Day

Venue: Library Theatrette

Trainer: Mr Manoj Sharma

### THE TRAINING PROGRAM (Scored upon 7)

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	Average
1   Amount of materials covered is balanced	6.12
2   Activities are relevant & sufficient	6.00
3   Programme duration is just right	6.12
4   The programme has met its objectives	6.24
5   The programme is relevant & useful	6.29
6   The class size is appropriate	6.29
7   Overall, the course was effective	6.29
	6.19

### LEARNING GAINED (Scored upon 7)

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	Average
1   Before the course	3.94
2   After the course	6.12
	2.18

## TRAINING FACILITY / AIDS (Scored upon 7)

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	Average
1   Environment is conducive for learning	5.88
2   Training equipment is in good condition	6.00
	5.94

## COURSE LEADER (Scored upon 7)

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	Average
1   Able to present clearly	6.47
2   Pace is just right	6.41
3   Knows subject & gives practical examples	6.41
4   Able to encourage participation	6.59
5   Responsive to comments/questions	6.53
6   Makes good use of teaching aids	6.41
7   Overall, the course leader was effective	6.53
	6.48

## OTHERS

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1. Have you benefited from the course? If yes, how? If no, why?

- \* Yes its benefited us to apply at work,home and at play
- \* Yes, I must work in willingness.
- \* yes. added value service more important than transaction.
- \* YES.I gain knowledge from the course.
- \* yes
- \* yes its relevant
- \* -
- \* yes...it's usefull. :)
- \* Yes, upgrade on services
- \* I have leared a lot from the course,which I will be able to apply them in my everyday life.
- \* Yes for sure, to change inside and be better outside.And make others happy.

- \* gain a lot of knowledge
- \* yes,we can use it not only at work but at home or at play
- \* I understand what it means to maintain excellent service – need to delight customers; to be constantly aware of our competitors (inside and outside); value add our processes; be passionate with work; willingness to put others needs above your own.

## 2. Any other comments and suggestions?

- \* Thank you Mr Manoj
- \* nil
- \* no
- \* no
- \* Nil
- \* Thanks to Mr. Manoj Sharma...he taught us more understanding about the course and how to apply it at our workplace. We have to do our service with sincerity and good attitude.
- \* Nil
- \* Training in the library is not a good place, mind couldn't focus properly.
- \* no
- \* no
- \* Nil