

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

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No. of Respondents: 20

Course: Awakening the Heart of Service Excellence    Date: 13 Apr 2011    Duration: 1 Day

Venue: Enterprise Room (Training Room #04-02A)

Trainer: Mr Manoj Sharma

### THE TRAINING PROGRAM (Scored upon 7)

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|   | Average |
|---|---------|
| 1   Amount of materials covered is balanced | 5.90    |
| 2   Activities are relevant & sufficient    | 6.05    |
| 3   Programme duration is just right        | 6.00    |
| 4   The programme has met its objectives    | 6.00    |
| 5   The programme is relevant & useful      | 6.15    |
| 6   The class size is appropriate           | 6.15    |
| 7   Overall, the course was effective       | 6.15    |
|   | 6.06    |

### LEARNING GAINED (Scored upon 7)

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|                       | Average |
|-----------------------|---------|
| 1   Before the course | 4.30    |
| 2   After the course  | 5.95    |
|                       | 1.65    |

## TRAINING FACILITY / AIDS (Scored upon 7)

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|   | Average |
|---|---------|
| 1   Environment is conducive for learning   | 5.95    |
| 2   Training equipment is in good condition | 6.20    |
|   | 6.08    |

## COURSE LEADER (Scored upon 7)

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|  | Average |
|--|---------|
| 1   Able to present clearly                  | 6.25    |
| 2   Pace is just right                       | 6.20    |
| 3   Knows subject & gives practical examples | 6.25    |
| 4   Able to encourage participation          | 6.10    |
| 5   Responsive to comments/questions         | 6.15    |
| 6   Makes good use of teaching aids          | 6.15    |
| 7   Overall, the course leader was effective | 6.30    |
|  | 6.20    |

## OTHERS

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

- \* Yes, I have benefited from the course. I am more confident about great service because some of the services mentioned in the course I am practising .
- \* Have an insight of Excellence in a totally different perspective
- \* Yes, since the course its benefit to your work and personal life
- \* YES, Makes Good Service.
- \* Yes. Have a better understanding about the meaning of service. We must be mindful about the words that we use in communication.
- \* It has awakened my heart; service excellence is putting the interest of another person above your own; taught me to look beyond and outside the object in front and to think outside the box; learnt not to say 'I already know' and 'Ya, but'; 'Agreement' is useful and important to support and argument.

- \* Yes, although without any course notes, but we still learn alot.
- \* Yes, learned some new points regarding "Service Excellence".
- \* Yes, learn that customer service is willingness to put customer's interest before my own.
- \* Yes. The trainer is able to use realtime incidents to emphasise his points.
- \* Yes.It usefull for me us to deal with customer
- \* Yes, learn about appearnace and disappearance which is useful for work ing place and home,etc;
- \* Yes, I learnt about the service and communication by eliminating the bad keywords of using 'I already know' and 'Ya but' in our conversation with people. Service is the willingness to put the interest of another human being above your own (We must always have a clear heart).

## 2. Any other comments and suggestions?

- \* Nil
- \* The course leader is 'Super Duper'.
- \* The hot/cold water dispenser could only dispense hot water for the first few cups or so and subsequently what we got was luke warm water that is not ideal for making hot beverages. For those of us who really needed to make a good cup of hot tea/coffee ... it was a such disappointment. Could something be done to solve this perpetual problem??
- \* The course trainer is very particular about coming back late from tea and lunch break (even five mins late also cannot) then half of the whole day lesson is on the topic late.
- \* 1) The temperature is a bit low. It gets worse when it rains.
- 2) The course syllabus might be too difficult to grasp for certain staff ("below" MAO).
- 3) Not all food served is vegetarian, as contrary to the announcement pin on the board next to the daily refreshment served.
- \* No comments
- \* more of this course is in NUS staffs.
- \* I would like to attend other courses that is related to Service Excellence.