



U.S. ARMY MEDICAL DEPARTMENT
CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS

CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
January 30, 2003

1. How would you rate this course overall?

19 Excellent 1 Very Good Good Fair

2. Did you find the materials relevant and useful?

20 Yes To some degree Not at all

3. Were the goals and objectives clear?

20 Yes No Some were, some were not

4. What were the positive or negative lessons from the course?

SEE ATTACHED

5. Do you have any suggestions for improvement?

SEE ATTACHED

6. Would you recommend this course to others?

20 Yes No Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

20 Yes No Sometimes

8. How did you hear about this course?

SEE ATTACHED

9. Further comments? (Please continue on reverse).

SEE ATTACHED

CENTER OF EXCELLENCE FOR CUSTOMER RELATIONS
Blanchfield Army Community Hospital
January 30, 2003
Critique Questions/Answers

4. What were the positive or negative lessons from the course?

Responses:

Positive lessons of our course were about us putting ourselves first. This is going to help me with my co-workers and customers. Thank you ✍

Mike and Sherla: their positive attitude. Identifying customer service opportunities.

I am able to take with me and begin improving customer relations.

Mike and Sherla have to be the most positive, upbeat two people I have ever met. If anyone else had taught this course it would not have been as informative, challenging, intellectual and as valuable a learning experience as it was. I learned more than I could have anticipated.

Downward spiraling could be seen as radiating opportunity too! It's all perception!

That the facility (Blanchfield) is aware there is a problem. A need for training regarding customer service.

The course was wonderful. I left the course ready to set BACH on fire with wonderful customer service.

I found that Mike's stories were very positive and very uplifting.

Mike and Sherla both have very positive attitudes. It is a great course.

This course is simply an excellent, refreshing and entertaining conference. The educational benefits are priceless for customer service relations...oops, I mean philosophy. ✍

I learned with negative things, be positive and it will make the situation better.

I like the fact that the attempt is being made to make a cultural change in the way the Army runs it's MTFs. It is important to have a positive atmosphere.

Positive: updated materials, true life scenarios, the philosophy and positive selfishness. Negative: can't find a negative.

Believing in your self first thing in the morning will make you a positive person the rest of the day.

A very positive presentation that impacted everyone who was involved in all aspects of the training. The manual provides much of the information needed to begin.

Course allows you to feel good about yourself. Reinforces absolute positive attitude. Helping others allows you to feel good. Live customer service daily.

Every thing was positive for ME from day 1. Thank you both very much. Just want to let you know that I am going to do and take EVERY thing that was given to us and use it!

Positive selfishness, customers come second, you're first.

Never say no. Keep a smile on your face. And if you don't know the answer, find someone who knows the answer.

The positive is to be positive in all aspects of life. Of course, the focus is on customer relations. Selfless positivity is a winner.

5. Do you have any suggestions for improvement?

Responses:

It should be a longer class. More hands on. Thanks for your time. ✍

I don't believe you can improve on the way this course was presented. Thanks.

Department chiefs on up to the command structure should take this course. Period!

Have command introduce and state belief in program. For me, as a new employee to BACH, I wish we had done a quick self-introduction. Hard to build a team when you don't know your teammates' names. Listing the ranks of people vice where they work is not so helpful and may add to "rank" classifying.

No

I feel that this was a wonderful way of life. I am very blessed to have this opportunity to attend.

I have no suggestions.

It would really be great if the commander or member of command staff would attend.

No, excellent course.

The whole course was too terrific!

NO WAY! ✍

Make the class shorter.

None. This was the best course I have had. Mr. Meines is wonderful and Sherla, you're great.

8. How did you hear about this course?

Responses:

I was told I was going and I'm very glad now.

From other facilities.

Supervisor/command.

Recommended by supervisor.

Email through Outlook Explore.

NCOIC.

Email message from peri-op services.

Briefed in morning report on commander's calendar.

Email X4

Chief and supervisor.

Head nurse gave med fl.

From my head nurse.

I was ordered to go, but not scheduled. I'm filling a slot for a person unable to come.

9. Further comments

Responses:

Thanks.

Creates energy.

Thanks for opening my eyes to the way we do customer service. This will make me a better person.

Rejuvenating! Thanks for the reminder! Also than you for remembering me—it meant more than you'll ever know. Keep on doing it!

I facilitated TEAM in the early 90's. That area of customer service is so new.

I'm very fortunate to have attained the information from this class. I will apply it to my work environment as well as my personal live. Thank you for the information that will assist me assist others, refocus the way we value all. I appreciate the tools learned to better all customer service values. Thank you again.