



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

***CUSTOMER RELATIONS TRAIN-THE-TRAINER  
COURSE EVALUATION  
July 26-29, 2004***

1. How would you rate this course overall?

20

1 Very Good

Good

Fair

2. Did you find the materials relevant and useful?

21 Yes

To some degree

Not at all

3. Were the goals and objectives clear?

21 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?

Yes

No

Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

Yes

No

Sometimes

8. How did you hear about this course?

SEE ATTACHED

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

SEE ATTACHED

*Constructing*

*Corporate*

*Cultural*

*Change*

## **RESPONSES:**

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

Friendships that were developed during the course.

Enthusiasm was awesome, positive attitude was addictive.

Positive: new ideas for implementing customer relations  
tool box – slides, goodies, ie pens, coasters, etc.  
networking  
reality check on what's important (myself, patients, co-workers, employees)

I loved everything about this course. I can't wait to get back to work so that I can use what I  
Have learned. I loved how you let us know it was okay to be you and still do the right thing  
For other people.

For the life of me I just can't think of anything negative. I came "no cost" which meant that my  
Gas, parking and meals were all at my cost. Even that was not negative.

The main focus is highly relevant on military medicine and the reason for our existence...  
Patient care! Do the Right Thing!

Positive: meeting new people, location, Monday night social, learning about other programs / ideas  
"I control me"  
Negative: cost of parking, meals

I really can't think of any negative lessons at all. Really positive class for me, making you really  
Stop and think about how you want to be treated and in turn how you treat others.

The course was positive from the out start and the reinforcement of delivering good customer  
service starts with each individual helps facilitate recruitment of others who share same views and  
even those who are not fully on-board.

Positive: wonderful ideas and creative energy, great resources provided  
Negative: very long explanation with earthquake video – over dramatized, students should stick to  
Resources provided when teaching, not add personal pointers.

This is a great course. The staff are tokens of the program and can't make a better image of what I should  
strive to be. Thanks for all the lessons.

The most positive thing I learned from this course is that being positive is all “about me” All I can do is spread the message, continue to train leaders and staff with positive messages and celebrate my people. The course was the breath of fresh air I needed to move forward with my duties and responsibilities here at MAMC. I have been deeply inspired to live the legend every single day. Thanks!

It’s all about you. You can only control your own actions not others. Center of Excellence also affects your daily living at home as well as at work.(You) – is the key in this presentation.

I am valuable,too!

Great suggestions for recognizing staff, brining fun into work place.

Positives were almost TNTC “too numerous to ocunt”

The only negatives I found dealt with me and my own issues- my own arrogance and my over confidence. But, this class has really helped me to recognize these traits and to combat them.

Teamwork, wonderful resources showing the class how to bring the positive out of almost any situation.

Listen first, control is in your hands.

Positives – very upbeat-positive! A nice change- they believe in what they are doing.

Negatives – none- improvement – DoubleTree to expensive! A lot of very excellent persons could come if did not to have to have over \$800.00 just to front to come to course.

Positive: Customer Focus via Self Projection

Negative: Insufficient Organizing Integration

## **5. Do you have any suggestions for improvement?**

Keep doing it – Bathroom needed air freshener, and more locations. Parking is limited.

Fruit in the morning

Personal stories whey they become excessive and distracting / overbearing

Stress to future participants, commands, leaders that this is a positive course, not a punishment course.

If you made this class any better people may never leave.

Maybe – consider sending some “words of wisdom” once or twice a month to all members of the “Team”- that we can use for our “Plan of the Day”, bulletin, etc.

Your Surgeon General should be proactive in swinging in the merits of the program to the rest of the

Armed Services. Maybe you need to really look into the reason why these companies gets the contract for the Navy and the Air Force.

Host at area facility ie. Bremerton. Show is what's here in WA. What about refresher course via teleconference or make arrangements for those of us in the same area- ie. Bremerton, AMMC, etc. Last evening social "Goodbye Social"

I just wanted the class to keep going because I was having so much fun,.

Keep doing it!

Ask/reinforce short (3 min) stories; encourage all students to share stories (which was done)- lots of stories from some participants- none from others. As part of introduction, remind participants to limit "Bible" stories and references.

I have no suggestions for improvements. The course is great as is.

I don't think I can come up with anything at this time.

No, I like everything.

Honestly, I could have learned more in another week. There was a lot of information to takes in three days but I know that this has helped.

Just get this message out to the rest of DVD – it would benefit them greatly.

Ha,HA. I would make the class two weeks long! I would have more activities after class.

Find area closer to AMMC – otherwise nothing!

None needed