



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

***CUSTOMER RELATIONS TRAIN-THE-TRAINER
COURSE EVALUATION
FEBRUARY 12 - 15, 2001***

1. How would you rate this course overall?

18 Excellent Very Good Good Fair

2. Did you find the materials relevant and useful?

18 Yes To some degree Not at all

3. Were the goals and objectives clear?

18 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?

18 Yes No Yes, with changes

7. Did the instructors keep your interest and enthusiasm?

18 Yes No Sometimes

8. How did you hear about this course?

SEE ATTACHED

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

1. How would you rate this course overall?

Beyond excellent

2. Did you find the materials relevant and useful?

Very

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

Cannot imagine anything negative. It was wonderful!

Positive attitude is refreshing—great to be reinforced. Length of course and off-site is right on track. Training materials excellent. Civilian clothes is appropriate—“peer” group learning environment.

How important customer relations are. The importance of a positive attitude.

All positive.

With all the cutbacks and staffing problems we have seemed to take many short cuts and one has been customer service. Mike and staff have brought us back to the fundamentals and basics which we have seemed to forget. Whenever things seem out of control, always look back to the basics and fundamentals. No negative lessons.

The positive lesson that I have learned is that if you talk the talk and walk the walk always, you will be an example to everyone that you come in contact with and hopefully display the fact that you like what you do and plan to share your knowledge with others in a way that will make your organization a better place for everyone.

Positive—the icebreakers.

The importance of being well groomed. I have always been a good person, people person, love to help people and I believed that people need to accept me the way I am. I didn't put a lot of emphasis on clothes. I'm very casual, but from this course I do see the importance of being well-groomed. It's part of making a good first impression.

All positive and looking forward to taking this course back to my fort!

Positive attitude was great and I strongly feel it is the most important thing in life!

Mike Meines made this class awesome! I hope that our facility can send more people to this class. This class helped me have a positive attitude!

Very motivational and empowering!! Great emphasis on continued networking with other graduates.

I feel there were no negatives for the course. The instructors were very positive and believed truly in what they were teaching. Very uplifting. Good job.

Positive lessons learned were priceless. Customer relations are too often looked at as not being important. It is “THE KEY TO OUR SUCCESS.”

Question 4 cont.

Customer service skills and competence and confidence.

The course was better than expected. The staff stressed the “why” we should promote this program...from a personal view, not political. All of the information was common sense, but put its importance where it belongs...at the organization’s forefront.

Having fun with the program was the positive for me.

No negative lessons. I really like the “you” concept. My subordinates are always crying about low morale; the fact that “you” control your environment really hit home for me.

5. Do you have any suggestions for improvement?

No, not at the moment. Have an area wall map to show “the area” of Puget Sound and Seattle area related to Canada.

Ensure leaders attend this training or package/present at appropriate venue, i.e. Commander’s Conference, Pre-Command Course, etc. Attract other service personnel...Airforce, Navy...MHS is one organization. Promote TRICARE knowledge. Course helpful.

Maybe get a different location to make it easier to go out and sightsee after hours. Either Tacoma or Seattle.

Move classes to Tacoma Area.

Outstanding. I’ll write when I present my class at my unit!

Do the bingo icebreaker at the social.

I would love to see a map provided to Madigan personnel on alternate routes, i.e. 99, to get to the Doubletree Hotel Seatac.

Have an icebreaker at the social.

Not at this time. I would have an icebreaker at the social. This would help everyone interact with each other. Maybe have the social at a local restaurant.

The course is a very well run program. I see no need for change at this time. “YOU GOT IT.”

No more donuts. I must have gained five pounds! ☺

None. But, I really enjoy the quick breaks between segments. When I’m working, I am always on the go so having to sit for hours was really hard for me. Keep on giving those breaks!!!

6. Would you recommend this course to others?

Definitely.

7. Did the instructors keep your interest and enthusiasm?

All the time. Great instructors.

All of the time!

Always.

8. How did you hear about this course?

Invited through our customer relations program.

Previous graduates X7

From my commander.

Supervisor X2

From CPT Cardenas (*previous graduate*) and by meeting Mike at Fort Sill, OK.

Jody!! (*Madigan Public Affairs and COE secretary*) Thank you, Jody!!!

Customer Service Council at Naval Hospital Bremerton.

Deputy Commander for Clinical Services, LTC Speers.

From my command.

Job requirement. My boss, Mike Meines, forced me!

My manager, Chief of Quality Management, and SFC Buckley (*previous graduate*).

9. Further comments?

Thank you for this opportunity. I am so excited for follow-up communication. Looking forward to the group being a resource/refuge for positive support!

Excellent course. Gives the materials needed to implement at our locations. This course needs to continue. If you (AMEDD) would like to contract out to “experts” for \$1.5 million, please rethink this. This course needs to be continued as an AMEDD course taught by the AMEDD. If we have the money for that, give it to each of the facilities to help buy tapes and help with training. Excellent course and I would recommend it to anyone.

THANKS FOR OPENING MY EYES! This course has been rewarding and self-fulfilling. I leave this class feeling like I could take the whole world on! Thank you, Mike and staff.

Question #9 cont.

I would recommend that this course be taught at the Executive Skills Course at FSHTX. All commanders, DCCSs, DCNSs, DCAs and CSMs in MEDCOM should attend this course. This is a far better course than 75% of the topics that are taught. This course has relevance to all the above members of the Executives of the MEDDAC/MEDCEN Executive Committee.

I thoroughly enjoyed this course!!!☺☺☺ Let's do it again...refresher course Yeah!!!

Speechless.

Mr. Meines and his staff are excellent. Good training aides were available.