

Attendee Feedback

Training Program: Become a VP of Customer Service Relationships

Business Segment: Retail / Attraction

Presenter: Bill Gormont

1. Ratings: Overall Training Experience

Rating	Responses
10 (Best)	10 - X X X X X X X X X X
9	10 - X X X X X X X X X X
8	2 - X X
7	
6	
5	
4	
3	
2	
1 (Worst)	

2. What content knowledge will you remember most?

- The Teamwork and geese example. That really affects me as a manager right now. (10)
- 21 days for a habit (good or bad); smile on the phone; Never know who someone is (10)
- Blank (No comment) (10)
- Phone skills (10)
- Connecting with customers on a personal level (10)
- You are the walking business card; Social closure. (10)
- The geese. The analogy really drove the point about teamwork for me! (10)
- The geese and lessons learned (10)
- Communication; Eye contact; Acknowledging customers (10)
- The helpful tips when talking to people (10)
- How important each of us is to the success of the team; Customers are very important no matter how aggravating they can be. (9)
- Positive upbeat presentation reminds us to always remember we are on stage (9)
- The list of things not to say (9)
- To smile! Makes a huge difference in presentation. (9)
- Communication with customers (esp. on the phone) (9)
- Smile @ all times on the phone (9)
- The geese analogy (9)
- To say, "You're welcome" (9)
- Dealing with unhappy people & making impressions (9)
- The personal plan for change (9)
- Blank (No comment) (8)
- Recovery solutions (8)

3. What content knowledge will most effectively impact your job and / or will you share with visitors?

- Always being more positive & smiling when guests come in (10)
- Never know who someone is; Knowing more about the region & current events (10)
- Blank (No comment) (10)
- How to let go and let rest of team leaders help lead; The geese story (10)
- Phone smile(10)
- All (10)
- Fixing a problem creates more loyalty from a customers than just an normal experience (10)

Attendee Feedback

Training Program: Become a VP of Customer Service Relationships

Business Segment: Retail / Attraction

Presenter: Bill Gormont

- Telephone skills; Habits (10)
- Connecting with customers (10)
- How to handle customers (10)
- Teamwork (9)
- Treat your team members as if they were customers (9)
- Making sure that I am saying the most positive things (9)
- Pride in the company and our city (9)
- Blank (No comment) (9)
- Flock of geese (9)
- Leaving the embryo on the dashboard (8)
- How important they (customers) are (9)
- Dealing with unhappy people & making impressions (9)
- The handout will be shared with staff who did not attend (9)
- Blank (No comment) (8)
- Suggestions (8)

4. Would you recommend this training to another?

“Yes” Responses =22/22

“No” Responses = 0/22

If “Yes”, why?

- Yes, it was not some boring meeting. It was full of really great useable information with Bill, a really good orator. (10)
- The lessons that are spoken about are also acted and visually taught (10)
- Blank (No Comment) (10)
- Blank (No Comment) (10)
- Entertaining & informative. Very positive. (10)
- Schools! (10)
- Fun and inspiring! (10)
- Informative. Helpful & entertaining (10)
- Very engaging and can be applied to many fields. (10)
- Because I know that this could help a lot of people. (10)
- Fun & entertaining (9)
- Blank (No Comment) (9)
- Wonderful insight (9)
- Entertaining and very helpful (9)
- I know some businesses that could really use person to person interaction skills (9)
- Great to share the knowledge (9)
- Yes. The perspective on customer service (9)
- Everyone can improve their customer service. (9)
- Very good info many customer service people need! (9)
- Blank (No Comment) (9)
- Blank (No Comment) (8)
- Great, even if just a “refresher” of information already known (8)

If “No”, why not?

Attendee Feedback

Training Program: Become a VP of Customer Service Relationships

Business Segment: Retail / Attraction

Presenter: Bill Gormont

5. Was Bill an effective presenter?

“Yes” Responses = 22/22

“No” Responses = 0/22

If “Yes”, why?

- He is engaging & very real. I like the personal stories. Also very funny! (10)
- Visuals; Eye contact; Crowd interaction. (10)
- Very engaging and fun. (10)
- Blank (No Comment) (10)
- Energetic, funny (10)
- SO entertaining; Pertinent! (10)
- Charismatic and authentic! (10)
- Same as above (Informative. Helpful & entertaining) (10)
- Funny, active. Eye contact; Amazing magic! Great energy! (10)
- Very good personality. (10)
- Kept your attention & also remembered people by name. (9)
- Kept it fun. Enjoyed the message. (9)
- He was very enthusiastic! (9)
- Very organized, prepared and knowledgeable. (9)
- Clearly likes his job and Magic! (9)
- Very informational & kept our attention. (9)
- The combo of entertaining and information. (9)
- Very entertaining & informative. (9)
- Fun/Engaging (9)
- Energetic, Fun. (9)
- Blank (No Comment) (8)
- Entertaining and informative (8)

If “No”, why not?

END OF DOCUMENT