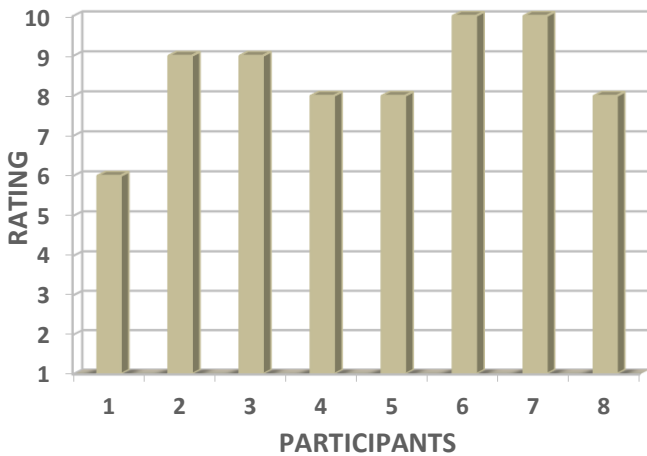


# ILS Customer Service Workshop

## 31 October 2016 – Participant’s Feedback

### Overall Assessment of the WORKSHOP



**What was your overall assessment of the workshop?**

Average: 8.5

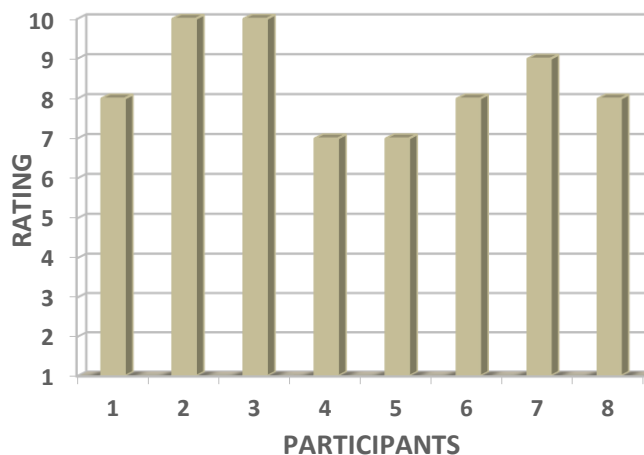
Range: 6-10

- The complaints and dealing with them
- The brainstorming exercise was beneficial
- Great brainstorming session
- Not an easy group to work with

**What parts of the workshop were of most value to you?**

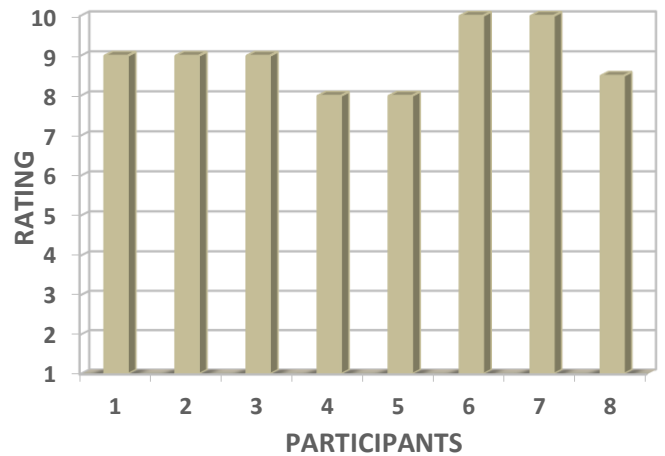
- Recognising personality types
- A chance to express ourselves
- Brainstorming exercise – everyone can contribute
- Structured teamwork
- Most of it
- Features, benefits etc
- LAUGH, clips
- Complaints section, benefits, upsell & cross sell, LAUGH
- Brain storming

**How would you rate the OVERALL training programme?**



Average: 8.37 Range: 7-10

### Overall Assessment of the TRAINER



**What was your overall assessment of the trainer?**

Average: 8.95

Range: 8-10

### ***What were the highlights?***

- Mystery Shopper Questionnaire
- Video Clips
- Cross selling
- Upselling
- Personality types

### ***How would you improve it?***

- More visual, videos etc.
- Activities
- More video interaction