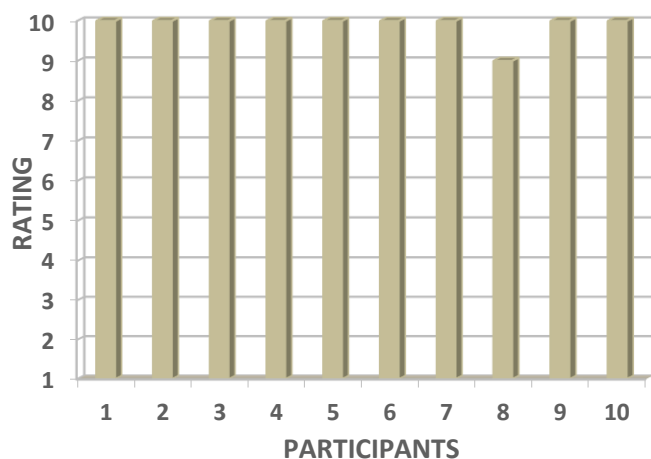


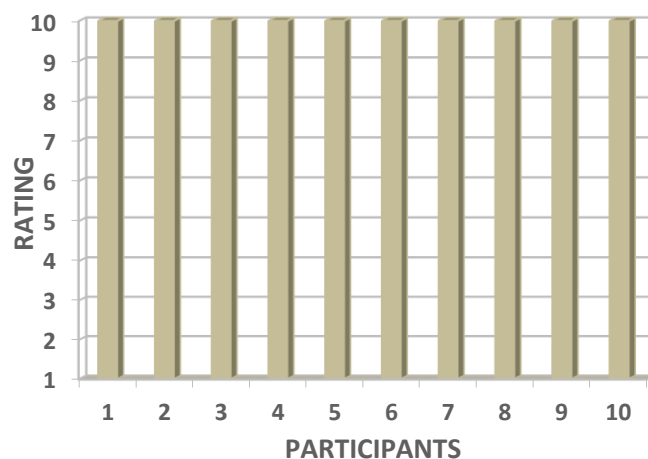
Tamaki Health – Customer Services Refresher Workshop – 26 Nov 2020

Participants' Feedback

Overall Assessment of the WORKSHOP



Overall Assessment of the TRAINER



What was your overall assessment of the workshop?

Average: 9.9

Range: 9-10

What was your overall assessment of the trainer?

Average: 10

- Everything was well explained

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

- Focusing on Customer Service
- Refresh on a lot of revisiting what was covered
- Learning how to use different words instead of trigger words
- Power of voice
- Learning to be assertive
- Changing tone of voice in conjunction with body language
- Everything that we learnt

- All / Everything, trying to remember/refresh
- Learning new ways of dealing with the patients
- Learning more techniques
- Revising previous training
- Refreshing us on role processes
- Adapt to new ideas
- Alternating the way we speak on the phone by identifying our own habits & changing the words

What else would you like to have covered in future workshops?

- Just revisit what was covered
 - Mainly customer focus
 - Grow into the business
- I look forward to anything that will help me to become better at my job
- More about customer service
- Everything was well covered

If this workshop was to be held again, what advice do you have to make it more valuable for future participants?

- Make sure to be involved in group discussions
- Maybe do the workshop with the receptionists from the clinic
- I think everything was good. We just need to practice what we learn to be able to do it everyday
- Adapt & hold on to what we are being taught for the long run
- Job well done!