

The Culture of Customer Service

CHAMPS Live and Recorded Teleconference

Live Broadcast on June 10, 2009

Presented by Lisa Mouscher



Event Evaluation

Please complete the following evaluation questions so we can review our goals, objectives, and topics for future events. If you complete the Evaluation Questions and provide your contact information, you will receive a **Certificate of Participation** for this event within six weeks. Note that Continuing Medical Education (CME) credit is not available for this event.

Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315.

Questions? Call (303) 861-5165 x285.

1) Please provide your contact information. This information is required if you would like to receive a Certificate of Participation for this event.

Name, credentials: _____

Title: _____

Organization: _____

Address/City/State/ZIP: _____

E-mail Address: _____

Phone Number: _____

2) Please rate your overall satisfaction with this teleconference on a scale of 1-10 (1 being the worst possible rating and 10 being the best possible rating):

(Worst Possible Rating)

(Best Possible Rating)

1 2 3 4 5 6 7 8 9 10

3) I feel this presentation addressed Educational Objective #1: *Understand the critical nature of customer service in health care*

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

4) I feel this presentation addressed Educational Objective #2: *Be able to define a "Culture of Customer Service"*

- _____ Strongly Agree
- _____ Agree
- _____ Neither Agree nor Disagree
- _____ Disagree
- _____ Strongly Disagree

5) I feel this presentation addressed Educational Objective #3: Understand customer service best practices for managers: hiring, training, and walking the talk

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

6) I feel this presentation addressed Educational Objective #4: Address guidelines and guideposts for standards, policies, and procedures

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

7) I feel this presentation addressed Educational Objective #5: Understand the role of accountability, the key to success

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

8) The speaker was knowledgeable on the topic:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

9) The speaker was interesting to listen to:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

10) The speaker fostered active participation in learning:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

11) The content was presented in a balanced manner:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

12) Rate your experience registering for, calling in to, and participating in this teleconference:

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

13) The educational materials (handouts, learning activities, etc.) promoted my understanding of the material:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

14) This teleconference gave me practical tools I can use while working:

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

15) How likely are you to attend another CHAMPS distance learning event (teleconference or webcast)?

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

16) Briefly describe the best aspects of this teleconference:

17) Please describe how this teleconference could be improved:

18) List other training topics that would meet the needs of your job:

19) Other Comments:

Thank you for your responses. Please fax your completed form to Andrea Martin at CHAMPS: (303) 861-5315.