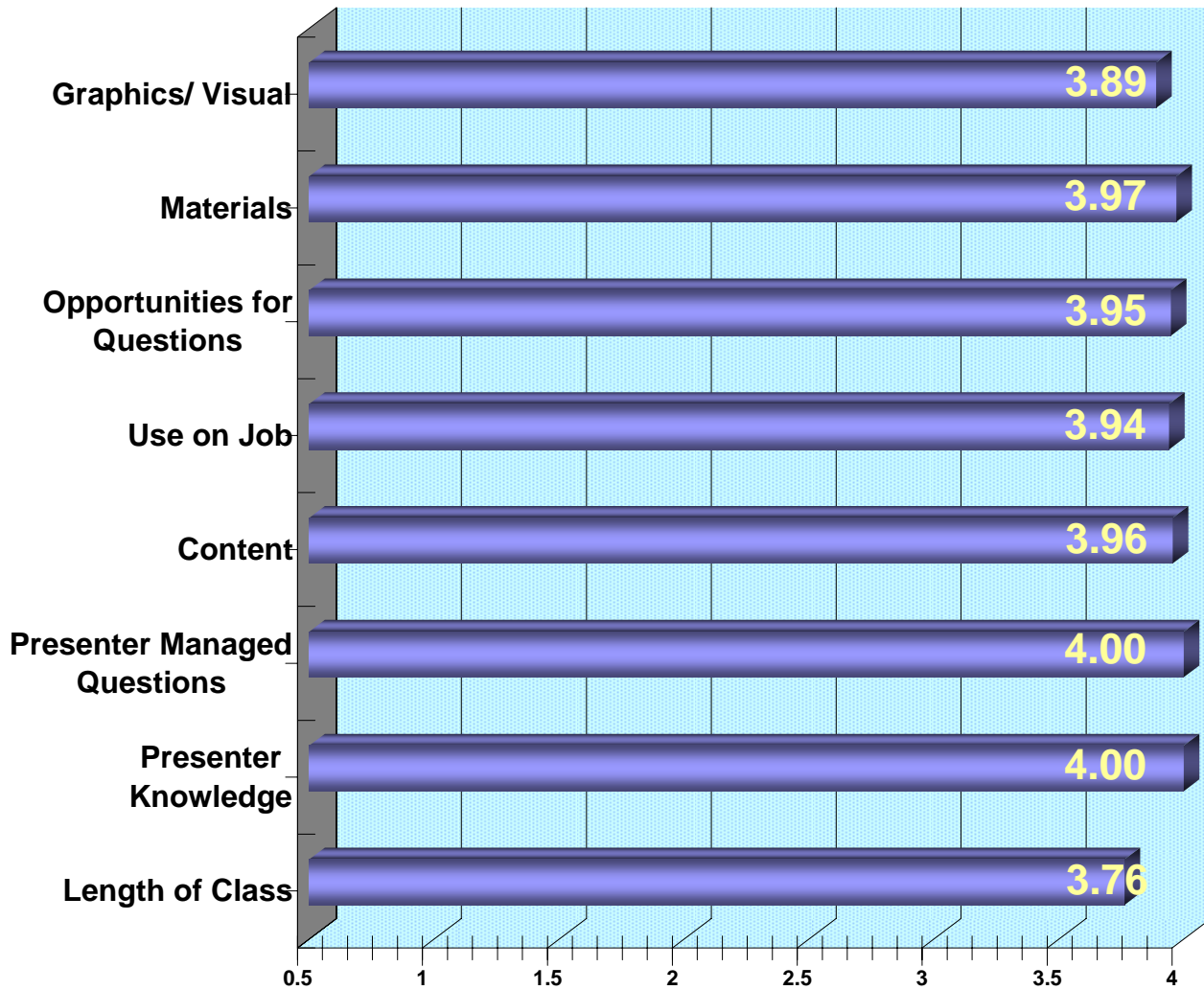


Customer Service Training

On a Scale of 1 to 4 (highest)

(Respondents=135)



Like Best?	Suggestions for future sessions	Additional comments
Very informative.	Bigger room	All employees should be required to take this class.
The instructor Lana Ruffins was excellent. Her presentation was informative, interesting and very helpful.	Managers, supervisors and directors need to take this course. My immediate manager needs people skills desperately.	Thank you for the opportunity to take this class. Full of useful information.
The tools that I will use at work.	Everybody needs to attend this class!!	It is amazing that there are still people here that are waiting to speak with Lana and class is over!! Wow --- thanks!
Lana was very interesting and made the class fun!		
Learning about myself and how to utilize it in my workplace.	Have managers/physicians attend a shorter version of the class.	Would like to know about more classes you offer and how to have Lana come to our department for people who missed the session.
Informative	Continue these	Come to department and develop protocols.
This session was very detailed.		
Lana was wonderful!! Knowledgeable and great instruction! Good Call!	Management should attend i.e.: managers, doctors, etc. Could probably help with personality differences.	I dreaded coming to an 8 hr-phone class, but it was completely the total opposite of what I expected. It was very informative and very useful. (:
Enthusiasm of instructor.	Class should be mandatory for all employees.	
Excellent interaction by instructor with attendees.	1: Management/supervisory level customers have training. 2: Follow-up sessions for staff to attend	Lana is great!
The session was so informative and exactly explained.		
Lana's energy and sense of humor.		This would be an excellent class for management, supervisors and other critical staff (nurses & physicians)
The DISC Analysis is very good.	Capsule form or 2 sessions (consecutive days 1/2 each).	Much appreciated for continual investment in employees.
The presenter was very knowledgeable and informative.	We need managers and supervisors and doctors to attend this class.	N/A
Class was practical and helpful. I learned things that can be implemented immediately. Great food.	If possible, do the DISC form prior to class instead of within class time.	
Made me rethink/reframe some scenarios and provided alternatives.	This training would be beneficial for all team members (not just those on the front line; provide supervisor/management training as well.	Initially I was resistant to coming, but learned valuable tools I hope to implement during my daily interactions. Lana is a great motivational speaker!
Instructor was pleasant, energetic, good.. Useful info so as to better understand self and adapt to other behavior.	Any reinforcement.	
It was very helpful to use in daily work task	N/A	I really enjoyed the teaching style of Lana Ruffins.
The importance of how you present yourself in talking. The emphasis on presenters voice in getting point across.		Open class to all employees, supervisors and managers. Everyone can learn to better treat all employees.
The materials and speaker.	All employees should have an opportunity for this class.	

Like Best?	Suggestions for future sessions	Additional comments
the personality chart. Knowledge obtained.	Departmental session.	
Refreshed me in regards to customer service/phone communications.	Make them 4-hrs only.	
Great workbook and video. The information that was shared because you can apply it to life, not just work.	More sessions. Other people in my office need to attend. This would be the right thing to do.	The Task Force definitely knew what they were doing when they selected Ms. Ruffins.
The trainer was a very beautiful person. Lana is incredible -- she makes you feel special and teaches you at the same time.	If at all possible, use the same trainer. Everybody needs to take this class. It should be mandatory! I will definitely apply everything that I learned today about customer service, telephone etiquette and understanding behavior.	
Learn a lot of good tools.	Would like Lana to train our management.	Lana Ruffins was the best.
Everything.	Upper management to take this class.	Instructor is great and gave real life examples for each lesson and answered everyone's question.
The best presenter I ever had - Lana Ruffins.	None	Great class! Thanks a million!
Communication and understanding of different personalities. The instructor: she was very good; personality plus good sense of humor. Knowledgeable, interesting.		
What I liked best was Lana. the instructor, Lana M. Ruffins made it fun. I learned a lot and I would recommend it to anyone.	Bigger room No	Great experience. Best class I ever had. Thank you.
The instructor. How to answer the phones and transfer calls.	No.	
Lana Ruffins was very professional, unique and provided useful information.	This class should be required for every employee, including MDs and RNs.	Ms. Ruffins was a wonderful instructor which brought excitement to the class.
Relates to everyday activities and job performance; useful information presented in a fun environment.	All employees should attend these sessions, including doctors and nurses. Very beneficial for all.	
Lana Ruffin is fantastic! That Lana was so honest.	This class should be given to ALL staff. Please come to my office and do a more personal training.	This class should be taken by all employees.
The teacher Ms. Lana Ruffins made it fun and interesting.		I didn't want to attend at first, but very glad I did!
I think Lana is wonderful we should have more training from her. Lana has a very positive attitude and makes it very interesting.		I think other staff like nurses and managers should take this. We should have more training like this one to help us and make it better for our patients.
This session provided all that attended with helpful customer service tool to apply to their job.	More classes!!!	I loved the class! Everyone should have the opportunity to attend!
Lana was fabulous and very engaging. Lana was informative in the topic of discussion. Very energetic and passionate.	Shorten session or divide into 2 parts. We would like to have a session II with Lana.	

Like Best?	Suggestions for future sessions	Additional comments
Good Video. Hands on, real-life examples. Great interaction with others.	Every employee needs to have this class.	Really a great class -- incredible interaction. Knowledgeable instructor. I hope there is a follow-up and that we don't drop the ball.
Group talks	This session needs to be given to all	Lana Ruffins did a great job.
The DISC Distinctions	Nope.	Great class! Very beneficial.
Behavioral analysis	Start with analysis.	Reverse order of the class presentation so group is more open from the beginning with each other.
Definitely the instructor and the fact that she (Lana) gave us tools that will help me to better do my job/work. Lana is very, very knowledgeable, interesting -- she kept me wanting more.	Anything that Lana trains on we need to have. Management needs this class desperately and everyone working in Outpatient services.	Thank you for a GREAT learning session. I hope to have more classes.
Presenter was knowledgeable. Great. Lana. Behavior patterns.		
The material we covered and the role playing.	No. This session was great!	This is a great class that everyone should take.
Video was right on the mark. The instructor Ms. Ruffin was incredibly smart, warm and energetic. Made you want to learn more and perform your job at a higher level.	Everyone in Outpatient Services needs to take this class.	Thank you Task Force for selecting this program. It was very well put together -- customized -- my name was on my book - - WOW! Thank you!
the leader/facilitator, Lana, was excellent. Great personality, passion and commitment for the training. The notebooks and video were entertaining as well as educational. One-on-one was great.	More instruction on how to fill out personal profile as a group before individually filling out and calculating graphs on our own to make sure we are doing it right.	Great day -- thank you!
The whole program is very practical and informative.	Yes, the whole hospital should have a training according to their categories.	Excellent course. I will recommend to everyone.
The presenter made it fun to learn.	Yes, make this a must take class for everyone being hired.	
The information I enjoyed most. It's very useful.		
Gave me tools that will enhance my customer service skills.	The session would also be of benefit to supervisors and managers.	
the session's presenter is very knowledgeable, enthusiastic, full of energy and all information is an asset for me and would benefit everyone.		Ask employees at the beginning of class to NOT use cell phones in class.
I liked the presenter the best; she kept everyone's attention and interests.	N/A	Great learning experience.
Ms. Lana was informative, expressive and knowledgeable, who explained the how to with hands on interaction.	It would be nice if all levels of management, staff and doctors to attend.	The material/binder I received has useful information and well put together.
Informative, energetic. Very well presented.		
The presenter is great. She does an excellent job introducing the information. The class was very helpful and interested.	N/A	
Personal profile because it told us a lot about each other.	Everything was helpful and well organized (performed).	

Like Best?	Suggestions for future sessions	Additional comments
Team leader, information very good to use with pts. Motivation, helpful.	Yes	
I learned other ways to deal with patients (in other words to use).	N/A	The training was great. She had a lot of helpful information.
Everything.	N/A	Lana is a wonderful person.
Excellent. The materials and the instructor -- Lana is EXCEPTIONAL --smart, fun, made me want to be a better person and do an exceptional job.	Everybody in Outpatient Services should/needs to take this class, including management.	Personalization of materials -- name on book, certification of completion. I will use all of this on my job. Thank you for the class!
Her personality, advice and analytical way of doing things.	Invite supervisors to same sessions.	
DISC. Got to know more about me.	Everything was good.	Best training I have at this company.
Coaching and development call. Instructor excellent.		Everyone needs to take this class. Thank you Task Force.
Discussion in class.		Lana is an excellent instructor. Very informative class!
When we had to listen to the tapes and see the positive and negative of the calls.		This was a very helpful class for everyone.
Everything. Very informative and practical.		Excellent overall.
Lana was very informative. The class was never boring, very interesting.	The training class was great. I wouldn't change a thing.	Anytime Lana has a training class, I would gladly participate. She was great and gave great tips to use at work and outside of work.
The explanation about the DISC behaviors.	Take it to the street.	She is the best instructor.
The expressive instructor.	This is a helpful class and a nice interesting break from work to allow a worker to have a day of constructive learning in an enjoyable environment.	
The presenter -- lot of energy, very lively. Info was great.		
I enjoyed finding out my behavioral style.		I really enjoyed your class. It flowed and didn't drag on. I found the material very interesting.
Lana is a wonderful instructor. She was full of information and thorough. She knows her stuff! Thank you.	This should be a mandatory class for all company employees.	
The class helped me understand that not everybody can be friendly and they listen differently.		I have learned that we have to pay more attention to our patients / customer. We have to be a team. We all count. I cannot do it alone.
Speaker is very informative.		
Lana (the instructor) -- she has a great attitude and provides excellent feedback.		
Everything was great.	None	Thanks. I learned a lot.
The information that was given was great. The instructor, Lana, was great with the info and making the class interesting		
Instructor and customization of material -- excellent.	More time discussing the customer service portion of the course. Time flew by...	

Like Best?	Suggestions for future sessions	Additional comments
Interactivity and ability to work with the presenter.	Everyone in Outpatient Services needs to take this course!!!	Anything Lana trains on we need to have - she is exceptional.
The material and instructor.		Great class. I recommend it to anyone.
Instruction was amazing. Very informative. Customization -- my name on my book.	This training with Ms. Ruffins should be mandatory for everyone. It makes you think about how you should really be treating the Patients of the hospital. Management NEEDS this training!	
I thought the video was good - appropriate. Instructor, details of workbook. Lana is highly knowledgeable, motivational and caring.	Every employee should take this customer service training.	Thank you for this class. The IT Task Force made a great decision to have this course and it was presented with class and great style.
Everything about the presenter.		I will recommend this class to my sister's company.
I liked video. Instructor was remarkable -- well read, knowledgeable, helpful and showed us how to care about our patients and I will apply what I learned today.	This is a class that all employees need to take.	
Very, very comfortable setting. Great instructor. Very knowledgeable about life and different people.	Please make this class mandatory for all staff including physicians. She gave great information to live by.	
Excellent!	Well done -- excellent training session.	Thank you!
The instructor was very knowledgeable. Pleasant.		The session was very helpful.
Everything. Gave me lots of information.	Yes.	None.
The personal evaluation!	Make sure physicians and managers take this course.	Lana, you are great! You should be a motivational speaker.
Learning DISC. It was very informative.	N/A	Great class and training.
Best binder/materials I've seen. The sessions are very interesting and informative and learned a lot and would do things differently on my job.		Lana was an outstanding lecturer. She kept the class lively, fun and enjoyable. Good breakfast and lunch.
Good job! Very informative.		Without a doubt one of the best training classes I have attended!
Very informative.		This should be a requirement for all employees!
Very informative. Learned a lot about myself. Thanks.	Couldn't get any better.	Thanks!
Great personality, Lana. This course.	Unsure.	Great class.
Video, personalized workbooks, customized materials -- visually pleasing. The instructor Lana Ruffins was extraordinary -- she makes you feel special and that you make a difference. She makes you want to learn and apply information.	Listening skills	Every hospital employee needs to take this class, including doctors, nurses and all of our managers.
The motivation provided was extremely helpful. I think it helped the class know how they can improve their customer service skills tremendously!	Keep up the great work!!	Loved the class! Lana was very informative and she explained all her topics in great detail. I recommend everyone sign up for this class.

Like Best?	Suggestions for future sessions	Additional comments
One on one with instructor. Materials.		Very good!! Thanks, Lana!
The approach taken to educating us on customer service. Kept me interested and involved throughout the course.		I enjoyed the entire class.
The material was relevant to current job. Meeting new employees.		Class could have been longer.
Instructor motivated the entire group.	Needing an assistant.	Lana did an awesome, great, superb and detailed oriented class. I would recommend this to anyone.
Lana Ruffins, she was well spoken.		
DISC classic personal profile system	Need assistant for large group.	
It was fun. Instructor was really nice.		
Instructor was remarkable -- material very impressive.		Everyone needs to take this class.
I liked the session because I was taught the value of customer service and the role it plays when you interact with patient over the phone or in person.		
The material was presented in a way that was easy to understand and relate to our own situations.	No suggestions.	Lana is very personable and has the ability to draw people out. She changed my concept of what this class would be. In addition to learning some new things, it was extremely motivating. I would recommend her class to everyone!
The instructor was wonderful.		The course was very informative!
Very helpful info.		
Enjoyed video. It was right on target for our class -- telephone etiquette. Lana Ruffins' ability to get us to truly understand the importance of providing EXTRAORDINARY customer service and to be the best we can be with the patients. She is the best instructor I have ever had here! She's current, hip, knowledgeable and respectful to all of us.	I hope we have additional classes with Lana -- the entire hospital should be required to take this class.	I really learned a lot. My commitment is to go and put what I learned into action. Thank you Task Force! Thank you Lana for your dedication!!
The choice of presenter was excellent. Ms. Ruffins was very engaging and energetic. She started with enthusiasm and maintained it throughout the training session. She presented her background and was not only knowledgeable but very credible!!		I thoroughly enjoyed the presentation. It was informative, beneficial towards my job duties and career development. The skills and suggestions offered will help me provide and improve on my customer service. I leave with new communication skills as well as confidence. Thank you for providing this training to me.
Materials, instructor. Lana Ruffins is A-1 knowledgeable, pleasant, caring. She commands the audience's attention from start to finish -- unbelievable.	This training needs to be mandatory for everyone at this hospital.	Thank you management! I will apply all the knowledge I was given from this session with a smile on my face.
Lana was dynamic and insightful. She brought relevance to a subject I have previously studied.	Provide pencils for the DISC.	This is a great training and I feel fortunate that this company would make such an investment in their employees.
The interacting of each individual.	This course should be taken by doctors and nurses and manager alike.	Ms. Ruffin was very good at discussing the topics and her delivery was excellent.

Like Best?	Suggestions for future sessions	Additional comments
Her honesty and professionalism. She is very knowledgeable, kind and would be a great manager at/for this company.		Please bring managers to this session so they can understand the office flow and the employees they hire.
Lana Ruffins	Doctors should also get this training.	
Very informative tools to help with my professional goals and also can help in personal as well.	It should be a requirement for all that work at this hospital, just like the nurses and doctors, etc.	I really enjoyed the training. Thank you management.
The instructor made the training interesting and informative.	Have MDs, RNs and manager take this training.	
The interactions among participants. I learn from their experience.	No.	
Instructor was very knowledgeable and has positive attitude.	Provide this training to all levels of employees at this hospital.	
Small, personal		Liked the idea of "tools" vs. "rules"
Practical application of material. Instructor knowledge.		On-going refresher sessions at 4-6 month intervals.
Find out my profile; to stop and think before talking.	Doing a great job - this class was absolutely worthwhile.	Where did you find Ms. Ruffins -- she is awesome --stayed after class to answer my questions.
Very informative and giving helpful tools!		
Educational. Helpful and the instructor		
The speaker/presenter.		Good speaker.