

CUSTOMER SERVICE

06 November 2023

HOTS

Number of candidates on the course

Name of Tutor



SUMMARY OVERVIEW

Description

	1	2	3	4	5
How would you rate the training overall?				1	9
I found the trainer to be approachable					10
I found the trainer to be knowledgeable					10
The handouts/resources supplied were relevant				1	9
There was appropriate equipment for the course				1	9
The information I received before the course was useful			1	1	8
How far do you feel the tutor met individual training needs as part of the course?				1	9
At the start of the session, the course was clearly explained to me					10
How did you rate the quality of the venue?				1	9

Comments Received

No information received before the course - I'm not sure we required it

Friendly and comfortable

Excellent customer service by the trainer

Everything was well set out

The tutor was excellent in meeting my training needs

Very good training overall

Very informative course

Very lovely trainer

Interactive course - made a boring topic fun

Very knowledgeable trainer