

PHH-50 Customer Service Feedback Questions

Session Identification

1. Event name:
2. Event date:
3. Event location:

Event Satisfaction:

Please rate this event by selecting one box that most accurately reflects your opinion.

1. How would you rate the amount of new information you learned?
Excellent; Very Good; Good; Fair; Poor
2. How would you rate the usefulness of this information in your job?
Excellent; Very Good; Good; Fair; Poor
3. Accuracy of the event description to event presentation?
Excellent; Very Good; Good; Fair; Poor
4. Event Length relative to the amount of content?
Excellent; Very Good; Good; Fair; Poor
5. How would you rate the handouts/slides?
Excellent; Very Good; Good; Fair; Poor
6. How would you rate the presentation skills/knowledge level of the presenter(s)?
Excellent; Very Good; Good; Fair; Poor
7. How would you rate the presentation's impact on your line of business in improving safety?
Excellent; Very Good; Good; Fair; Poor

Areas of Improvement:

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Which of the areas, if any, would you recommend for improving this presentation?

- Instructor
 - Knowledge of subject
 - Preparation and organization
 - Presentation
 - Attendee participation
 - Helpful feedback

- Delivery
 - Methods of instruction
 - Materials/handouts
 - Scenarios/ examples
 - Course too short
 - Course too long

- Content
 - More job-related information
 - Missing information
 - Out-of-date information
 - Unnecessary information
 - Too much information

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Tell Us About You:

Tell us a little bit about yourself and why this session was of interest to you

- Where are you from?
 - Shipper
 - Carrier
 - Trade Association
 - Local Government
 - State Government
 - Federal Government
 - Emergency Responder
 - Packaging Manufacturer
 - Other:

- Why you attended this presentation?
 - To learn new skills
 - To improve current skills
 - Supervisor sent me, don't know
 - Mandatory/job requirement
 - Other:

- Tell us why you were interested in this event:

Additional Feedback:

Please provide us with any additional comments (e.g., suggestions for future events, topic areas

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you would like to see covered, or any other feedback.)