

Dear **Teacher**:

This form aims to determine how well you know customer service and/or service culture which will help the facilitators of the program plan the sessions. Please tick the box that would best represent your response to the following items.

**YES NO**

**Can I explain, discuss and teach...**

<b>1. Framework for Service Culture...</b>	
1.1 Values / Attitudinal Foundation of a Service Culture?	
1.2 Theoretical Customer Service- Organizations?	
1.3 Practical Customer Service – Individual?	
<b>2. Personal Leadership / Competence...</b>	
2.1 Self-Awareness?	
2.2 Self-Regulation?	
2.3 Motivation?	
2.4 Personal Vision & Mission?	
<b>3. Social Competence...</b>	
3.1 Empathy?	
3.2 Social Skills?	
<b>4. Coaching Sessions As Learning Opportunities...</b>	
4.1 Definition of Performance Coaching?	
4.2 The Performance Coaching Process?	
4.3 Taking Advantage of Coaching Session?	
<b>5. Competencies Valued in the IT-BPO Industry?</b>	
<b>6. Learning &amp; Development of student's Professional Life?</b>	
<b>7. Understanding Cultural Diversity...</b>	
7.1 Service Expectations of Americans	
7.2 Service Expectations of Europeans	
7.3 Service Expectations of Asians	
7.4 Working In A Global Environment / Collaborating Despite The Distance	
<b>8. Research Work / Case Work</b>	
<b>9. Basics of Service Organizations</b>	
9.1 Vision & Mission of An Organization?	

9.2 Culture & Values of An Organization?

9.3 Service Companies in Specific Industries such as...

- a. Airline?
- b. Financial Services?
- c. Energy?
- d. Entertainment?
- e. Health Care?
- f. Information Technology Services?
- g. Internet Services & Retailing?
- h. Telecommunications?
- i. Outsourcing?

**10. Customer Service Principles & Practices...**

10.1 Definition of Customer Service?

10.2 The Importance of the Customer?

10.3 Different Types of Customer Service Interactions?

10.4 Practices In Dealing With Customers such as...

- a. Collecting Information on Customer Expectations?
- b. Disseminating Information about Customer Expectations?
- c. Using Customer Information to Design, Produce & Deliver The Organization's Products & Services?
- d. Understanding Customer Relationship Management Practices?

**11. Customer Service Principles & Practices applied in...**

11.1 Service Companies?

11.2 Personal leadership & social competencies in customer service transactions?

**12. Service Analytics: Tracking & Analyzing Service Measures / Metrics...**

12.1 Internal Company Methodology & Standards

12.2 External Customer Satisfaction Measures: Methodology & Standards

such as...

- a. American Customer Satisfaction Index?
- b. HDI Customer Satisfaction Index for IT Service & Technical Support?
- c. Customer Operations Performance Center (COPC)?

d. Malcolm Baldrige National Quality Award (MBNQA)?

**13. Delivering an Excellent Customer Service Experience through One-on-One Interactions...**

a. Personal Needs of Customers?

b. Practical Needs of Customers?

13.2 Moment of Truth?

13.3 Service Excellence Steps & the Applicable Personal Leadership & Social Competencies such as...

a. Acknowledging the Customer / Establishing Rapport with the Customer?

b. Clarifying the Situation / Use of Active Listening?

c. Meet or Exceed the Need?

d. Confirm Satisfaction?

13.4 Dealing with Angry Customers?

**14. Delivering an Excellent Project Management Experience...**

14.1 Project Initiation such as...

a. Identifying Key Stakeholders; Project Expectations?

b. Preparing a Project Brief?

14.2 Project Planning such as...

a. Scope of the Project: Performance Factors; Research Design; Work Breakdown Structure; Hotspots & Alternatives?

b. Project Timetable: Project Map & the Gantt Chart?

c. Identify Resources & Budget?

14.3 Project Implementation such as...

a. Applying the Plan & Ensuring High Team Involvement?

b. Monitoring at Checkpoints: Project Meetings; Updating the Project Map; Formative Evaluation?

14.4 Project Evaluation & Closing such as...

a. Summative Evaluation?

b. Administrative Closure?

c. Post-Implementation Meeting?

d. Project Report?

e. Celebration?

**Learning Styles****YES NO****Can I BEST learn...**

1. Visually?		
2. Kinesthetically?		
3. Auditory?		

**Teaching/ Training Methods****YES NO****In most of my classes, do I use...**

1. Demonstration?		
2. Facilitation?		
3. Cooperative Learning?		
4. Case Method?		
5. Project-Based Learning Method?		

Please list down your personal expectations from the training on the space provided.

*I would like to achieve the following at the end of this Faculty Development - Training...*

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Name of Participant (optional): \_\_\_\_\_ Date: \_\_\_\_\_

Thank you and enjoy the rest of the sessions!