

DELEGATE EVALUTION FORM

Next Generation Customer Experience and Customer Service Master Class
 11 & 12 September 2018
 Protea Hotel, Midrand, Johannesburg



Name: STANDARD BANK, ~~XXXXXXXXXX~~
 Job Title: MARKETING & COM MANAGER.
 Contact Number:
 Email Address: ~~XXXXXXXXXX~~@standardbank.co.za

Ranked 1 (Lowest)
 Ranked 10(Highest)

Overall Evaluation

RATINGS	OVERALL
Overall evaluation of event	10

Trainer Appraisal & Course Content

SPEAKER RATINGS	CONTENT AVERAGE 1-10	PRESENTATION STYLE 1-10	KNOWLEDGE OF SUBJECT 1-10
Dr Denise Bjorkman	9	10	10
Shaun Phillips	8	9	9

Future Topics	V Interested	Some Interest	In house training	Next 6 mths	6-12 mths	Over 12 mths
Neuromarketing						
Key Account Management		✓		✓		

Do you have any other topic suggestions?

Marketing ROI

Which professional associations do you belong to?

Please provide the name and contact details of other members of your dept who would like to receive information on our future events.

HR DEPARTMENT

Are there any particular speakers or organisations that you would like to hear at future events?

- This training is a must for every department