**Pre Training and Post Training Surveys**

It is important that you assess participant’s knowledge of the topic before they undertake the training. If you also assess their knowledge at the completion of training you will be able to measure an increase in their knowledge and skills as a result of the training.

You have been provided with both Pre and Post Training Surveys. You should administer the pre-training questionnaire at the first session of the training. The Daily Plan indicates when this should be done. You should number each questionnaire and ask each participant to remember their number. You will need to collate the results of these questions. How many correct answers were there to each question? How did participants rate their knowledge of the principles of customer service?

In the last session of the training you will administer the Post-training survey. Again, each questionnaire will be numbered. Give the correct number to each participant. They will remember their number from earlier in the day! The benefit of this approach is you can measure an increase in knowledge of individual participants.

See templates below.

**Customer Service for Court Staff**

***Date, Location***

**Pre-training Questionnaire**

Please answer the following questions. This questionnaire will help in working out what areas we need to focus on in this workshop and will also help us to understand your particular training needs. It will also be used at the conclusion of the training to assess what you have learned from the training.

**Question 1:** Define a ‘customer’.

|  |
| --- |
|  |
|  |

**Question 2:** What is a Service Delivery Charter?

|  |
| --- |
|  |
|  |

**Question 3:** What is the RATER model for measuring the effectiveness of service?

|  |
| --- |
|  |
|  |

**Question 4:** What is meant by the term ‘service recovery’?

|  |
| --- |
|  |
|  |
| **Question 5:** Why are communication skills important in customer service? |
|  |
| **Question 6:** Describe the 3 C’s of customer service? |
|  |

**Question 7:** List two characteristics of quality customer service?

|  |
| --- |
|  |
|  |

Please rate your level of knowledge and skills before this *Customer Service for Court Staff* Training Program regarding the following matters by ticking / checking ONE square per question only:

1. The difference between a client and a customer?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The purpose of a service delivery charter?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The dimensions of customer service both procedurally and personally?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The RATER model for measuring the effectiveness of customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The importance of customer expectations in customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The importance of listening and questioning skills in communicating effectively with customers?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The negative communication practices that will not result in quality customer service.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The concept of the three C’s of customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The characteristics of quality customer service.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The concept of ‘service recovery’?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |

*No Understanding Good Understanding Strong Understanding Excellent Understanding*

*Thank you for your time and assistance with completing this form!*

**Customer Service for Court Staff**

***Date, Location***

**Post-training Questionnaire**

**Question 1:** Define a ‘customer’.

|  |
| --- |
|  |
|  |

**Question 2:** What is a Service Delivery Charter?

|  |
| --- |
|  |
|  |

**Question 3:** What is the RATER model for measuring the effectiveness of service?

|  |
| --- |
|  |
|  |

**Question 4:** What is meant by the term ‘service recovery’?

|  |
| --- |
|  |
|  |
| **Question 5**: Why are communication skills important in customer service? |
|  |

**Question 6:** Describe the 3 C’s of customer service?

|  |
| --- |
|  |
|  |

**Question 7:** List two characteristics of quality customer service?

|  |
| --- |
|  |
|  |

Please rate your satisfaction regarding the quality and value to you of the *Customer Service for Court Staff* training program by ticking / checking ONE square per question only:

1. Having completed the ***Customer Service for Court Staff* training program**, how confident do you feel as customer service provider of your court?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Confident* | | | *Quite Confident* | | | *Confident* | | | *Very Confident* | | |

1. Was the learning objective of the ***Customer Service for Court Staff* training program** clear, and was it achieved?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Achieved* | | | *Reasonably Achieved* | | | *Substantially Achieved* | | | *Fully Achieved* | | |

1. Was the information presented practical and useful to you and your court?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Useful* | | | *Limited Usefulness* | | | *Quite Useful* | | | *Extremely Useful* | | |

1. Were the materials provided by the trainer(s) relevant to the training and useful?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Relevant* | | | *Limited Relevance* | | | *Quite Relevant* | | | *Extremely Relevant* | | |

1. Did you find that the trainer(s) were effective and allowed for adequate participation, discussion, practical presentations, and interaction?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Effective* | | | *Limited Effectiveness* | | | *Quite Effective* | | | *Extremely Effective* | | |

1. Overall, were you satisfied with the ***Customer Service for Court Staff* training program**?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *Not Satisfied* | | | *Reasonably Satisfied* | | | *Quite Satisfied* | | | *Extremely Satisfied* | | |

Please rate your level of knowledge and skills after undertaking the *Customer Service for Court Staff training program* regarding the following matters by ticking / checking ONE square per question only:

1. The difference between a client and a customer?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The purpose of a service delivery charter?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The dimensions of customer service both procedurally and personally?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The RATER model for measuring the effectiveness of customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The importance of customer expectations in customer service.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The importance of listening and questioning skills in communicating with customers?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The negative communication practices that will not result in quality customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

1. The concept of the three C’s of customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

***Question 15:*** The characteristics of quality customer service?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

***Question 16:*** The concept of ‘service recovery’?

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | | |  | | |  | | |  | | |
| *No Understanding* | | | *Good Understanding* | | | *Strong Understanding* | | | *Excellent Understanding* | | |

***Question 17:*** Briefly describe the *most* useful experience(s) of this training program.

|  |
| --- |
|  |
|  |

***Question 18:*** Briefly describe the *least* useful experience(s) of this training program.

|  |
| --- |
|  |
|  |

***Question 19:*** Do you wish to offer any other comments or suggestions for improvements for this training program?

|  |
| --- |
|  |
|  |

*Thank you for your time and assistance with completing this form!*

**Extract from the *PJSI Training-of-Trainer’s Toolkit*, 2020**.

The full Toolkit is available here: <https://www.fedcourt.gov.au/pjsi/resources/toolkits>