



ALBERTA HOTEL &
LODGING ASSOCIATION

**Participant comments from Jeff Mowatt's
The Art of Guest Service... Influence with Ease
presentation held April 26, 2014**

"It was great; entertaining and informative. Jeff inspired us to make small changes that will have a huge impact."

Leanne Koziak, Director of HR, Chateau Louis Hotel & Conference Centre

"I think Jeff's presentation was spot on! It will make me a better manager, and I can teach my staff to provide a better service."

Debora King, Operations Manager, Rosslyn Inn Hotel

"We as hoteliers can now return to our hotels with tools to engage our employee/client dialogue and build rewarding relationships on so many levels."

Kimberley Wilmer, Directory of Sales, Fantasyland Hotel

"This will impact us tremendously. It will take effort and a commitment to sharing and making changes now."

John Brownlee, General Manager Stoneridge Mountain Resort

"Jeff's presentation was awesome! It has influenced me to step-up and work on the development of my customer service communication skills."

Ivy Mennie-Leveillie, Front Desk, Wabamun Shoreside Inn & Suites

"Jeff's was great! This will help us communicate with our guests in a more effective way."

Julie Harris, Front Desk Manager, Best Western Plus Camrose Resort Casino

"This is a timely reinforcement for me. Now I need to deliver all this information to my team."

Robin Cumine, General Manger, Radisson Hotel

"These take-aways are impactful. Simple ideas that can really make a positive influence on our culture and environment."

Jennifer Fontoune, General Manager, Comfort Inns & Suites,