



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held March 23, 2017**

“Very informative seminar. Customers are the life blood of any organization. How you treat them will determine your success.”

Blake Menning, Business Development Manager

“Excellent presentation.”

Mark Bush, Counter Sales

“I was very impressed with Jeff’s seminar. It will improve communication and will also change the way we deal with customer and each other. People now understand the realities our business is faced with, and the control we have over it.”

Michael Doerksen, Chief Operating Officer

“This will help create better customer relationships.”

Al Unland, Shipping & Receiving

“More customer satisfaction = better bottom line!”

Wayne Lotnick, Purchaser, Inside Sales

“Changes the idea of the phone conversation – not as a hassle, but as the beginning of our customer relationship.”

Lee Forster, Manager, Rocky Mountain House

“We will become more aware of the impact we can make not only on our customers’ day, but on our colleagues as well.”

Kim Ohmann, Office Manager

“This will help develop our communication and people skills.”

Jim Wruck, Fertilizer Division/Driver

“This will result in more satisfied repeat customers.”

Bill Aldersley, Mechanic/Driver