



Association of Alberta REGISTRY AGENTS

**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminar held September 26, 2014**

“I hope that, like myself, the rest of my organization will take some time to really think about this professional approach and the impact of the words we use every day.”

Jerrett Dewalt, Assistant Manager, West End Registries

“Jeff’s seminar has made me realize that as a first point of contact, I can make someone’s day really good or really bad. I will definitely apply these new strategies.”

Lesly Cacoires, Registry Agent – MVS, Accu-Search

“This was well suited to our business and will help us create more positive ‘vibes’.”

Rita Giles, Registry Clerk, Camrose Registry

“I will utilize these wonderful tips to give my best every day.”

Kelly Hilhorst, Registry Clerk, Camrose Registry

“The things I’ve learned in this seminar today will help improve our quality of service.”

Caitlyn Mayuga, Supervisor, Summerside Registry

“This gives me a lot to think about – how I go about my work day.”

Amanda Obrigewitch, Fleet/Prorate Dept, West-End Registries

“In a busy world dealing with difficult clients it’s easy to forget how a little bit of positive wording and empathy can go such a long way.”

Amanda Goodale, Office Manager, Callingwood & West End Registries

“Everything was helpful. I will use all these tips Jeff covered today in my work life.”

Cristell Flores, Clerk, Callingwood Registry

“This will have a positive impact on our organization and relationships with our clients.”

Karen Damman, Office Manager, Camrose Registry Ltd

“I’m very excited to go back to work and pass on what we learned here today with the rest of our staff. If we practice these we will be awesome!”

Joan Raiche, Search Department, Accu-Search Inc