



Building Owners and Managers
Association of British Columbia

**Participant comments from Jeff Mowatt's
"The Art of Customer Service... Influence with Ease"
seminar held November 27th, 2014**

"Jeff is awesome! This will help me improve my customer skills and interaction with my co-workers."

Maria Teresa Guieb, Regional Manager, Tennant Relations, Arcturus Realty Corporation

"Now I have the tools to energize my way of handling difficult situations at work."

Annie Joseph, Assistant Property Manager, Oxford Properties Group

"It will help me earn trust and loyalty with co-workers, clients and family."

Michael Faucher, Project Managing & Sales, Control Solutions

"This changes the way I view customer service."

Kevin Chan, Service Centre Supervisor, Cadillac Fairview

"I will share the ideas and benefits to reduce difficult situations we would create."

Catherine Ducharme, JR Drop Manager, Century Group

"This will help customer relations in many ways, particularly with repeat customers."

Will Puckering, Service Manager, Control Solutions Ltd

"This will definitely enhance my ability to communicate with my customers."

Virginia Kramer, Assistant Property Manager, Oxford Properties

"We deal with customers and clients on a daily basis, so this will improve and change the way we handle difficult situations."

Jason Sun, Operations Manager, Impark

"I will focus on all these ideas – and incorporate them into my daily life."

Stephan Summers, Operations Manager, Imperial Parking

"With these tips Jeff has provided to us today, with proactive these concepts will take me from good to exceptional!"

Lorena Lennox, Lease Associate, Jawl Properties Ltd.