



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
Seminars held May 4th, 2016**

“Outstanding. Best speaker I’ve encountered. Jeff has quality content in his seminar. This will change my work life and personal life.”

Bev Charbonneau, Accountant, Cogent Chartered Professional Accountants

“Jeff’s session was excellent. I will become more effective at listening and changing words to increase customer satisfaction.”

Sherry Materi, Account Representative, Sasktel

“I will educate the sales team that little things like language choices move our company forward from mediocre to exceptional member experience.”

Garth Burnett, Sales & Relationship Management Coach, Innovation Credit Union

“We are totally customer oriented and we will implement several of these ideas store-wide.”

Andrew Jackson, Hardware/RTM Manager, Home Hardware

“I am positive this will improve my performance 100%. I will be able to support my customers and staff more efficiently and effectively with confidence.”

Aimee Lemay, Service Writer, Jaydee Agtech

“These changes of wording can change an organization.”

Barb Matchee, Guest Service Supervisor, gold Eagle Casino

“I’ll be bring the techniques back to fellow staff to increase our customer satisfaction.”

John Sanders, Assistant Manager, Oil Can Charlie’s

“This session will allow me to represent not only myself but my organization in how I communicate positively with my customers.”

Mike Chalupiak, Parts Tech, JayDee Agtech

“I will encourage staff to use these techniques to improve relationships with residents.”

Shannon Langley, General Manager, Caleb Village