



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor and  
Leading a Customer Focused Team*  
presentation held June 4,2015**

***"This will create a point of differentiation for us and help us go from good to great!"***  
Dereck Hein, General Manger, Surrey

***"This was the best presentation I have seen in years! It will help greatly with my team at work and at home."***  
Glen Young, Store Manager, Kingsgate

***"By using these suggestions in my store we will have more productive and happier employees with a better atmosphere for our customers."***  
Tyler Gludovatz, Store Manager, Oliver

***"After learning these tools Jeff has provided I will become a better leader and listener for my staff."***  
Evelyn Cavinta, Store Manager, Vancouver

***"Loved it, great job! Very relevant an easy to implement ideas."***  
Cathy Flynn, Customer Service Coordinator, Head Office

***"We get tunnel vision in place sometimes. Jeff opened up our minds on how to become better managers."***  
Gord Mills, Store Manager, West Kelowna

***"Great job! I believe I can take back these ideas that will help not only myself; but my department managers too."***  
Brian Fry, Store Manager, Osoyoos

***"I loved it! This will help me make my customers feel welcome and make my staff feel more appreciated."***  
Venicio DeBortoli, Store Manager, New Westminster

***"This will improve our communication with our employees and help us continue to find ways to make our stores a great place to work."***  
Candace Hermary, Store Manager, Langley