



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held Sept 9th & 10th, 2015**

“Jeff’s seminar was perfect! As an event service worker, we work directly with our clients. This knowledge will go a long way.”

Jampa Thardo, Event Services, Calgary Telus Convention Centre

“This will escalate our customer service to an even higher lever. We now have tools to defuse every situation.”

Nancy Floris, Office Manager, St. George Show Services

“Excellent presentation! Customer Service and customer loyalty is vitally important to our business. Learning these tools will help us improve customer service and loyalty which can only help us to thrive.”

Tammy Dowell, Event Manager, Calgary Telus Convention Centre

“This was very positive to have core values clarified to work better interdepartmentally.”

Dave Sclanders, Executive Director, Meeting & Conventions Calgary

“The presentation was perfect. I learned a lot... kudos!!!”

Gary Cadiz, Event Services, Calgary Telus Convention Centre

“I really enjoyed the group discussions. This will allow me to better represent my organization.”

Crystal Mureta, Security Services Agent, Calgary Telus Convention Centre

“This will impact a lot because it gives useful material which makes our communication and interactions easier with our clients.”

Maiamouna Fall, Housekeeping, Calgary Telus Convention Centre

“Great ideas, Jeff provided tools to deal with daily issues.”

Bob Mathieson, Electrician, Calgary Telus Convention Centre

“Now everyone has the same message and we can consistently provide customer service the same way.”

Christina Rolle, Director of Customer Services, Calgary Telus Convention Centre