



**Participant comments from Jeff Mowatt's  
*The Art of Public Service... Influence with Ease*  
seminars held October 21-22, 2015**

***“There is always ways to improve your customer service skills. Amazing to think that just the way we word things can make such a difference!!”***

Wendy Woodward-Musqua, Utility Billing Clerk

***“Jeff has a good grasp of people and the program moves along at a good speed. Very enjoyable! I will shift in how I use my words, will definitely be beneficial to how people treat me and perceive me. Very usable information, refreshing!”***

Carrie Taylor, Engineering/Building & Bus License

***“I’m hoping this will empower us to give better service in a meaningful way.”***

Kelly Kaban, IT Manager

***“Great impact. Didn’t realize that words can have such a huge impact.”***

Ariel Alfelor, Tech Analyst

***“It will make me a more understanding person and make the Gallagher Centre a better place for everybody.”***

Kevin Freisen, Facility Attendant

***“This will help me to provide better service in all aspects of my job and every situation.”***

Ashton Kingdon, Administrative Coordinator

***“I’ll be able to help the citizens of Yorkton with their questions and concerns in a more positive way. Making them feel like they were taken care of, not just being someone on the other end of the conversation.”***

Crystal Riffell, Confidential Secretary

***“I’ll be able to help customers when they are upset and make everything a little more positive for them.”***

Chynea Kdodziejak, Cashier