



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminars held Sept 14th, 2015**

“Jeff’s seminar was great! It will help me to have more positive, meaningful, and genuine interactions with all of my customers.”

Ashley Theberge, Guest Experience Advisor

“Working in Patron Development, this lights the spark at the beginning of the season that we need every year.”

Adam Trzebsky, Associate Director, Patron Development

“Taking what I learned and applying it to my personal interactions will make a difference. My job tends to be a lot of ‘fire-fighting’. Now instead I can start ‘planting trees’.”

Eric Filpula, Orchestra Personnel

“This will really help everyone to be on the same page; especially in taking ownership to solve problems.”

Erin Mulcair, Patron Relations Manager

“I think it’s great that all departments will now have this approach as a frame of reference – even staff without frontline roles.”

Danielle Dalgolf, Coordinator, Community Relations

“This will help create a more positive atmosphere for the entire organization.”

Salix Bell, Patron Services

“It was all wonderful. Affirms use of positive language and words.”

Denna Krucik, Volunteer

“This will help me and my colleagues to improve how we interact with patrons. We can change our words to help others feel heard and for them to have a positive experience.”

Michelle LaVergne, Patron Services

“I believe that applying these tips to the box office, where we are often the first point of contact, will benefit the customers and their experience with us. Not just as a transaction but as an experience and a memory.”

Amrit Sangher, CSR