



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held June 21, 2016**

"This will reduce stress for my staff when dealing with certain types of clients."

Chad Krieger, Warrant Manager, Master Craftsman Warranty Ltd

"This will help staff to resolve disputes more quickly and more positively."

Cam Ferchoff, VP, Bedrock Homes

"These valuable skills and strategies could greatly affect change if everyone within the team utilizes even one thing heard here today."

Darren Barnes, Warranty Service Technician, Master Craftsman Warranty Ltd

"Great speaker! This will help me provide my homeowners with better responses when taking care of their questions and concerns."

Stevie Ogar, Warrant Coordinator, Master Craftsman Warranty Ltd

"I learned so much today. This session will impact me and my organization as I will be able to convey to my customers what I am trying to achieve in a more positive way."

Sherry Spence, Administrative Assistant, Carrington Group

"This will definitely help me with difficult customers. Changing my wording will help me build trust with the homeowners."

Robert Measaros, Service Tech., Master Craftsman Warranty Ltd

"This gives us more positive ways to deliver negative information. Different wording will make customer know we care and want to help."

Kathy MacElheren, Warranty Supervisor, Master Craftsman Warranty Ltd

"Great presentation! This will evolve and improve my connections with customers."

Shawna Duval, Quality Control Manager, Carrington Group

"I can absolutely utilize Jeff's tips the moment I get back to my desk. Very useable information!"

Shawna Sommerstad, Construction Admin., Bedrock Homes

"This seminar will help me give direct answers, be more confident, and to stick to the facts."

Aneesha Utarid, Admin Assistant/Coordinator, Master Craftsman Warranty Ltd