



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor and *Leading a Customer Focused Team*
seminars held May 21 & 22, 2015**

“Awesome, awesome presentations!! Worth the trip to the conference. This will change how we interact with customers and reinforce how we treat our employees.”

Liz Vanden Beukel, Sec/Treasurer, Nufloors Simcoe

“Jeff gave us tangible ideas of what we can do, not just ideas! We can implement the CAST meetings easily.”

Laura, Nufloors Salmon Arm

“By helping our customers more efficiently will make our bottom line more profitable.”

Randy Samuelson, Nufloors Creston

“This will create better communication, better customer and employee interactions, and clarity.”

Faith Vanderwal, Owner/Secretary, Nufloors Kamloops

“This gives us common a vision that everyone is a part of on all levels.”

Melanie Gauthier, Controller, Nufloors Fort McMurray

“Jeff’s session was awesome! This will help us all get better with our customer service.”

Ed Doehring, Owner, Nufloors Medicine Hat

“This will give us direction on where we want to be.”

Aaron Doehring, Owner, Nufloors Medicine Hat

“This will allow us to develop a more innovative approach to managing our company.”

Katrina Koblanski, Customer Service Manager, Nufloors Langley

“This will help us become ‘Trusted Advisors’ and close more sales by being more effective.”

Steve LeNeveu, Owner, Nufloors Fernie

“I will be implementing CAST meetings in our location which will include our installers.”

Carol Millar, Manager, Nufloors Castlegar