



Optometric Services Inc.



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor seminars held November 2016**

“I learned so much from Jeff’s seminar. It was one of the most useful presentations I’ve seen!”

Sharon Wong, Optometrist, Boardwalk Optometry, Surrey

“We enjoyed (and learned much from) Jeff’s presentation. Two days later we were able to share with the rest of our staff the “Trusted Advisor” pearls he so graciously presented to us.”

Dr Joanne Hankey, Optometrist, Complete Eyecare Optometry, Abbotsford

“We brought our whole team with us today so it will help get everyone thinking the same way and embrace the many new tools Jeff provided.”

Tanya Litwiller, Optometrist, Nepean Optometric Clinic, Ottawa

“This provides everyone (from the Doctors to the receptionist) with a valuable way to view our patients and respond to their needs.”

Veronia Abadeer, Optometric Assist/Assistant Manager, Blink Eyewear Creekside, Calgary

“This was a very informative seminar. I’ve been to many but gained great verbiage to help my dispensing skills from Jeff’s session. Also very entertaining.”

Betty Downing, Certified Optometric Assistant, Glenmore Landing Vision Center, Calgary

“Excellent presentation. I have been trying to deliver on the 7 qualities but fall short because of simple language choices. What Jeff provided today will be very powerful and beneficial to my clients.”

Guy Ambroiso, Optometrist, Devon Eye Clinic, Edmonton

“On a personal level, I will become a better partner and parent who will use his words to strengthen his family. On a corporate level, the company will stay memorable to each customer I interact with after implementing Jeff’s tips into my work and personal life.”

Ivon Mbuyamba, Optician, City Centre Eye Care, Edmonton

“Jeff’s presentation was fantastic! This will help us to understand patients; what questions to ask and how to change my wording.”

Lisa Awalt, Optical Admin. Lead, Bedford Eye Care, Bedford