

Optometric Services Inc

Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held June 3rd, 2015

“Jeff’s presentation was perfect! It will help us to become more effective by adjusting the way we speak to our customers.”

Celine Ethier, Customer Service, Riverside Opticalab Ltd

“Staff are revitalized, and understand better what we are teaching and asking them to implement and to improve our practice.”

Nathan Stolch, Optometrist/Partner, eyeDOCS

“I believe this will impact my communication skills. It was certainly an eye opener as to the importance of my choice of words.”

Colleen Mahoney, Reception, Kanata Optometry Centre

“This will help us be more remarkable, and improve morale at the office and relationships too.”

Florence Fernet-LeClair, Optometrist, Kanata Optometry Centre

“This presentation will aid us in all being on the ‘same page’ as to how to effectively communicate with our patients.”

Cassandra Becker, Assistant/Communications, I See Optometry

“We discovered how to implement changes that I would NOT have found necessary but now understand will be beneficial.”

Mireille St Louis, Customer Service Supervisor, Riverside Opticalab

“This will keep customers happy and make them feel valued and improve our business.”

Wanda Evans, Reception, Kanata Optometry Centre

“This will help us add more value with either the way we interact with the patients/clients and understanding the role of a trusted advisor.”

Karine Malenfant, Reception/Sales, Eyedocs Preston

“We are expanding our practice and will be implementing these new ideas to move forward positively.”

Dawn Kerringan, Lab Tech, Nepean Optometric clinic