



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminar held October 21st, 2015**

"This was a great presentation. It will result in our customers returning more often."
Iran Brown, Guest Services Supervisor

"Jeff's session really touches you. This will impact our connection with internal and external customers. There are so many new ways for me to practice."
Dion Roussin, Finance Manager

"This will help greatly with communication with customers and coworkers by choosing more appropriate phrases and words."
Michele Dekker, Marketing Coordinator

"Lots of interesting points. Our vision is about customer service, good points on how to approach and converse with customers. This will impact me as there are good tips on my approach to customers, employees and coworkers."
Sheri Sparvier, Facilities Manger

"It was very good. Enjoyed it! Will assist us with interacting with staff and being positive."
Laura Pelletier, Cage Manager

"This will make me more effective when interacting with customers. Listen, hear, respond making customers feel valuable and in control."
Sandra Littlchief, Service Manager

"This will help us in our dealings with customers."
Norma Hanson, Live Games Supervisor

"Good tools to use and confirmation on things I was doing. Will result in greater success in dealing with staff and guests."
Jason Leclere, Security Manager

"This will create increased engagement."
Lyndon Watson, Guest Services Manager