



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
seminar held Sept 16, 2015**

***“Jeff’s seminar was excellent and kept my attention. I will be more mindful in my emails and how I speak to people on the phone. I will hang my keepers by my desk to remind myself of all the great tips Jeff spoke about.”***

Melissa Schricker, New Home Mktg Coordinator

***“This helps us to more clearly and concisely communicate effectively with both internal and external customers.”***

Randy Price, Porte Communities

***“Jeff is engaging and interesting. This will solidify trust and loyalty between company and customers/clients.”***

Michael Minosky, landscape/Gardener, Bishop Landscaping

***“Jeff presentation was great! It will help us create a better relationship with customers and people in general.”***

Ralf Burghardt, Property Manager, Property Realty

***“There is a high level of interaction involved in our day to day. This seminar highlights how important it is to remember to remain professional and careful with word selection, and giving realistic expectations/answers to our tenants.”***

Brandi Mori, Residential Property Manager, Porte Communities

***“I’m impressed Porte makes this investment in their staff.”***

Debra Dempsey, Sales Manager, Porte Realty

***“This will make everyone more aware that it’s not about what we say to our customers... it’s how we say it.”***

Kimberly Gvzebihski, Customer Service Coordinator, Porte Communities

***“It was lovely. I recently started at Porte, so I feel extremely lucky to have these tools to apply going forward.”***

Jessica Pullan, Porte Communities