



**Participant comments from Jeff Mowatt's  
*Avoiding Round One*  
seminar held September 18, 2014**

***"This was a great seminar. It will help to resolve conflicts with associates and guests."***  
Laura Richard, House Keeping Supervisor

***"This will help the team work together by providing more tools we can all use at home and at work."***  
Kevin Ritchie, General Manager

***"This will help me not just in my work place but also with my everyday life dealing with different people."***  
Maria Fatima Nieva, Guest Services Agent

***"All departments now have similar methods for resolving conflicts, creating a uniform approach throughout the hotel."***  
Emily O'neill Hammonds, Supervisor

***"This is the third time I have had training with Jeff Mowatt and so far every seminar has been very helpful!"***  
Vincent Lemon, Guest Services

***"This helps me become more confident to deal with guests and people around me with problems and concerns."***  
Helbert Duplito, Maintenance

***"Jeff provided great tools for dealing with situations that arise almost every day in our jobs."***  
Ashlee Spears, Guest Services Agent

***"I wouldn't change anything in this seminar; it was great just the way it is. It will help me in dealing with conflict in all aspects of my life."***  
Heather Hannaford, Guest Services Agent

***"This session gave great tools for the toolbox for all different levels within the organization."***  
Dorien Vanderkooi, Controller