



Saskatchewan
Parks and Recreation
Association

**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminar held October 23, 2015**

"This was the best session I've been to in a long time. Jeff's session will have a direct impact on my interactions with community groups, organizations, and residents I work with daily. Thank you for making a tough job a little easier for me."

Darla McKellar, Community Consultant, City of Regina

"Jeff's session was great. I will be a better manager. I will share this information with my staff and management team."

Guyline Green, Sports, Culture and Rec Director, Town of Gravelbourg

"Great information to bring back to in-service frontline staff. It will challenge them to think differently."

Chrisandra Dezotell, Supervisor, Leisure Centers, City of Regina

"This session was great. It will improve relations between coworkers in our organization."

Christian Bates-Hardy, Communications Consultant, SPRA

"Really enjoyed Jeff's presentation. It made me stop and think about the changes I could make to improve what I do."

Heather Miller, Recreation Manager, City of Melville

"Jeff's session was perfect! I will be a better parent – I have not been using the same communication skills with my family as I do with my customers - and my family deserves that!"

Seton Winterholt, Facilities Manager, City of North Battleford

"Overall a great seminar. This reinforces our customer service values and I look forward to speaking more positively."

Matt Bahm, City of Whitewood

"This was great! I will take these important points and include them in our summer staff training. Also gave me great ideas on how to facilitate by using personal examples."

Alicia Worm, Aboriginal Recreation Programmer, City of Saskatoon