



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminar held June 3, 2016**

“Very relevant seminar; particularly because of the high professional level we operate in with building capital goods.”

Ralph Ward, Chairman

“Excellent presentation! Very useful and practical information.”

Dan O’Hara, Project Manager

“This morning will serve to help me make some changes that are small but will have a huge impact on how I’m communicating.”

Skylar White, Special Project Manager

“Jeff’s seminar was fantastic. The seminar has made me think about what I am saying and how it affects the situation.”

Darby Walters, Project Coordinator

“It was very easy to stay focused. I’m going to reread the Learning Guide plus Jeff’s book and make it all a part of my routine.”

Hans te Stroete, V.P. Business Development

“It was great! Reinforces key concepts and I will communicate all this back to my team.”

Mike Wagner, Operations Manager

“This will improve awareness of customer needs and help us to give them a better experience.”

Hubert Buckle, Vice President & General Manager

“Great presentation. Use of the ideas in this session will create better harmony between co-workers.”

Greg Dellexay, Project Manager/Steele and Foundations

“Jeff’s seminar was very engaging – thank you. If followed, the words we use will fundamentally change me, us, and the organization.”

Wil Woodward, Manager, Pre-Constructions