



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
and "Avoiding Round One"  
seminars held March 18<sup>th</sup> & 19<sup>th</sup>, 2014**

***"This seminar is eye opening and make me want to be more focused and a better communicator."***

Jeremy Kievits, Agland Equipment Manager

***"This will help bring the whole department together."***

Wendell Baerg, Sales

***"I have some habits that I thought were okay, but found out not appropriate to customers. Thanks for the enlightenment."***

Samuel Guintu, Shipping and Receiving

***"I really enjoyed Jeff's presentation! I believe this will definitely impact the way we approach situations with customers as well as employee's. Especially dealing with heated situations."***

Chad Thompson, Parts

***"I have used many parts of Jeff's previous presentation to coach staff. By them listening today, new team members can put the ideas to solid use."***

Gord Roebuck, Corporate Service Manager

***"Jeff's session was very informative and kept my interest. Gives me more tools to deal with, issues that arise in our daily business."***

Charlie Handord, Parts Manager

***"The presentation was full of great information. I think it will make things easier to communicate with staff, customers, and get more positive results."***

Paul Hopaluk, Technician

***"Jeff's presentation was excellent. There are techniques here that can be used at home and at work."***

Douglas Karwahdy, Parts

***"This will impact my interaction with customers while I'm on the phone with them... How I communicate with co-workers... help to direct my marketing pieces on 'how it will benefit the customer'"***

Delia Morgan-Tetz, Marketing Coordinator

