



Participant comments from Jeff Mowatt's presentation held May 27, 2009

“Excellent presentation! This will help us create added value by understanding customer view points.”

Tony Montanino, Owner, Mobil & Lube Express,

“Jeff’s seminar on improving customer service is the key to our industry. The way we interact with our customers will increase revenues and build loyalty with customers.”

Mike Lindsay, Owner, Power Lube

“It’s the little things that set us all apart. Jeff’s key phrases will help customers remember us.”

Bill Dannehower, Manager, Auto Express

“This helps us provide a more positive experience for our customers.”

Greg Hammett, Owner, Performance Kwik Change

“Jeff provided many ideas worth perusing. It was very motivating.”

Steve Hipple, Sarnia Quick Lube

“This will help us improve customer service and improve employee training.”

Saheed Khan, President, Speedee Oil Change & Turn up

“This session will help to improve my store’s customer service.”

Kim Heeks, Owner, Lube-X Fast Oil Change

“This will impact us for the better.”

Harold Smith, President, Express Lube

“This is about creating better customer service. It really is number one!”

Noel Beaulieu, Owner, Lube-X Fast Oil Change

“This helps us become more aware of the important issues so that I can enhance our training and marketing.”

Art Lukowski, CEO, Oil Express