



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease* seminar  
held November 26th, 2011**

***"I think Jeff did an awesome job. This will help us work more as a team and help us have happier clients."***

Melissa Erwin, Registry Agent Front Counter

***"Excellent learning tools. Should have a positive impact on our organization."***

Virginia Keip, Owner

***"I enjoyed Jeff's seminar completely. I think it will make us more aware of our customers as real people with real needs."***

Pauline Depatie, Corporate Manager

***"This seminar will assist us create a much kinder work place."***

Dorothy Garrison, Albert Health

***"This will help us grow as an organization and as individuals."***

Liliana Arteaga, Office Clerk

***"This helps us relate and understand our clients. We should gain better word of mouth business too."***

Stephanie Siry, Fleet Accounts

***"This will impact how I and our company react with customers and how customers act towards us."***

Rebecca Moeller, Supervisor