



Participant comments from Jeff Mowatt's presentation held October 13th, 2005

"From this meeting I will be able to take our call centre to the next level. Great tools from Jeff's seminar."

Michael Jameson, Call Centre Manager, PDL Mobility,

"I'd like to see this session provided to more people at WestJet!"

Lorraine Cichacku, Manager Scheduling, WestJet Airlines

"Thank you for the great seminar!"

Justin Dereau, Head Supervisor of Customer Service, Neteller

"This will ensure that trust is established with my clients and customers."

Dawn Vandermeu, Association Coordinator, Alberta Call Center Association

"Excellent! It will improve customer service for 200 agents."

Trish Ron, Director - Call Centers, Epcor

"I will use these techniques with my customers and improve what I already do."

Natalie Lazaruk, Scheduling Analyst, WestJet

"Jeff provided a fresh new look on how friendliness is perceived. We overuse friendliness."

Abel Pagaling, Head Supervisor, Neteller

"When talking to people I will use different ways to build trust with them and make sure that I'm doing things for them."

A. Kobza, Front Desk Supervisor, Fairmount Resort Properties

"It was a pleasure listening to Jeff. As a result I'll listen more to our agents and offer ideas to perfect customer service."

Sandy Bellamy, Alberta Business Development, Epcor

"I look at myself as a service oriented employee, and strive to continuously improve. My service should reflect these values, regardless of my customers."

Jordan Ostapiuk, CIM Solutions Architect, Online Business Systems