



2004 Credit Union Management Conference

Participant comments from Jeff Mowatt's presentation held October 19, 2004

"This will impact HUGELY. We needed this – something more 'formalized'."

Shawn Van Easton, Branch Manager, Chinook Credit Union

"Our organization has definitely left 'base camp' but, arriving at the peak of service requires total team focus, discipline, and organizational renewal based on, 'Becoming a Service Icon...' strategies."

Jeff Mulligan, President & CEO Common Wealth Credit Union

"Jeff provided a number of useful tips and recommendations that I am looking forward to implementing."

Ian Campbell, Branch Manager, First Calgary Savings

"Using these ideas can do nothing but make us better which will make our member service better."

Don Coomber, VP Member Service, Common Wealth Credit Union

"I have recently transferred to a new branch/team. Jeff provided good points to focus our team forward and be proactive in the future."

Brent Schulmeister, Branch Manager, Community Savings Credit Union

"Jeff's session has made me rethink our service delivery and will definitely refocus myself and my team."

Jan Worrell, Branch Manager, First Calgary Savings

"After attending Jeff's session I plan to identify service standards and take service to the next level."

Peter Lindhout, General Manager, Christian Credit Union

"This will help us refocus our energies on our biggest asset – our people!"

Joanne Klatt, Branch Manager, Community Savings Credit Union

"This will assist in sales culture implementation in our organization."

Gary Glasser, Co-Operative Trust

"After attending Jeff's session I'm sincerely motivated to make some changes and know that positive things will follow."

Sheena Cote, Assistant Manager, Contact Centre, First Calgary Savings