



Alberta Family Child Care Association

**Participant comments from Jeff Mowatt's presentations,
*The Art of Customer Service... Influence with Ease and
Avoiding Round One*, May 14, 2011**

"Jeff provides great ideas and suggestions to enable you to take the gloves off and not even get into the ring."

Kim Hopkins, Child Development Day Homes

"I loved every moment. It was intriguing and engaging as well as informative. I was given tools that I will use to help with my day to day interactions with, parents, colleagues, providers and family."

Marissa Goetz, Client Care Consultant, Child Development Day Homes

"My office mates should have attended!!! I will share many of Jeff's ideas with them."

Amanda Wilkens, Coordinator, Hemelhouse

"I enjoyed it. This will help me to deal with conflict in a more confident and positive way."

Karen Fisher, Consultant, Child Development Day Homes

"This will help make our agency more professional and handle situations more effectively before they become problems."

Pat McKennon, Day Home Coordinator, Stettler Regional Child Care Society

"After this session, I will be more controlled in volatile situations."

Sue Pasveer, Consultant, Sunshine FDH

"I really enjoyed it. I have many tools now that I can continue to expand on and utilize to lower my stress and satisfy my customers."

Tiffany Koenig, Child Care Consultant, Child Development Dayhomes

"'Choose your words wisely' has a new impact and meaning for me. I will begin practicing that NOW!"

Brenda Proctor, Consultant, Southgate Medallion FDH

"This is a great reminder. Useful information that will improve/maintain relationships with coworkers and customers."

Tami Lavalle, Child Care Consultant, Child Development Dayhomes