



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service...Influence with Ease,*  
Seminars held the week of May 22 – 24th, 2012**

***“Great tips! Customers that get to me or that I call back are generally NOT happy. I’ve learned a number of tips and phrases that will assist me in creating and retaining customer trust and loyalty. Thank you.”***

Jim Deane, CEO, Access Communications

***“I learned a lot of new things from Jeff. I will take each point reviewed and improve on the things I already practice daily.”***

Chelsea McKenzie, Internet Support Rep., Access Communications

***“Jeff’s presentation was very well done and very interactive. As a customer service rep., I have to keep my talk time limited and this will help me to shorten calls and still be able to help.”***

Joanne Woolsy, Customer Service Rep.

***“This will be especially useful when handling very difficult customers; being able to put them at ease.”***

Charles Truman, Senior Internet Rep

***“I will use this information to make the customers want to stay with our company.”***

Alissa Digness, Contractor

***“I loved the humor Jeff used in his session. I feel armed with better skills to help me do a better job.”***

Debra Bostock, Customer Service Rep

***“I’d like to create standards for staff based on what Jeff had to say. We will use the video recording for all our new employee orientations.”***

Carole Sauer, H.R. Manager

***“I will be thinking about how I am phrasing my words BEFORE I go into a customer’s house.”***

Trevor Kimpinski, Contractor