



**Participant comments from Jeff Mowatt's
"The Art of Customer Service... Influence with Ease"
Seminar held October 18, 2012**

"Jeff's presentation was great! By changing my way of thinking I will change how customers respond to me."

Tracey Elliott, Agristability Claim Analyst

"Jeff's session was very useful; hands on, practical tips we can put into practice immediately. I will be recommending that my staff take this course."

Deborah Oshvalda, Supervisor Income Stabilization

"I really enjoyed Jeff's delivery and the group discussions. Everyone will take something from this and share it with their supervisor or coworkers, which will improve the work environment."

Judi Churchill, HR Training Consultant

"I think we have been given a better understanding of our role in making things easier on our clients. It's not all about corporate vision. To succeed as a team we need to put the clients' needs and feelings first."

Diana Panelli, BRM Initial Processing Clerk

"Very interesting and informative. I will be more professional with customers by using the techniques that I've learned here today."

Robert Fauth, Senior Area Adjuster

"This will help me to do my job better and be able to deal with clients more effectively."

Wayne Albrecht, Senior Adjuster

"It was great how Jeff spoke about AFSC. He really knew what he was saying."

Linda Kempt, Receptionist

"I answer the phones and deal with people all day. I think applying these practices will help me reduce my own stress level while sounding better to the customer."

Russ Sundster, IT Service Desk