



Participant comments from Jeff Mowatt's presentation held August 18, 2006

“Jeff’s session provided us with positive opportunity to help people ‘buy-in’ to important concepts and to lead by example and hopefully permeate through company.”

Mike Knapp, President

“Our clients are unique and require customer service to be delivered in different ways! Being aware of and praetreeing on a daily basis the ideas offered in this seminar will server our company well.”

Lorne Cagswell, Controller

“I will apply many of the ideas discussed today in dealing with customers. I will find a way to effectively pass them on to the staff.”

James Elian, Assistant Chief Pilot

“Prior to this session, I felt we were fumbling around with customer service. But surprisingly, having moderate success, following this session, we now have the tools to take us to the next level.”

David Briclgell, Chief Pilot

“I believe this will help me to help my staff in dealing with our clients day to day but mostly in difficult situations.”

Charly Kelly, Acting Flt Coordination Manager

“Jeff’s session will help provide better client service and to express negative situations as positives.”

Ray Huhuran, Director of Maintenance

“I believe it is critical to any organization to continue the learning process with the result of an enhanced and professionally delivered service.”

Judson Macor, Founder & CEO