



Participant comments from Jeff Mowatt's presentations held May 25th and 31st , 2006

"Thank you Jeff for saying things that needed to be addressed."

Val Lesko, Education & Development

"The tools, ideas and small hints Jeff shared can go a long way when everybody makes even the smallest effort. This was a good refresher/reminder of how important customer service is. The small things can make a big difference."

Jodie Brown, Section B Adjuster

"This will impact us greatly. Jeff touched on subjects that I really needed ideas on."

Afzal Kudoos, Appraiser

"As an investigator, I found this very useful in dealing with my insured's."

Teresa Mills SIU Investigator

"This will vastly assist in our customer service to make the AMA experience a good caring one."

Norine Parker, Sr Claims Examiner

"Jeff provided needed tools. Super take aways."

Jennifer Hesby, Learning Resource Consultant

"This will help me control situations better and omit the adversity and make my job more enjoyable."

Terri Wlasichuk, Claims Adjuster

"Many tips Jeff provided will help in coaching my staff to give them other ways to interact with callers."

Gail Hunters, Supervisor CC Claims

"Awesome! Thanks! These reminders will be used daily."

Elena Ramchoran, Bodily Injury Adjuster

"This will help staff in creating the AMA experience."

Andrea Malec, Staff Development

"Jeff's seminar will help me to deal more effectively with people when they are all (or seem to be) complaining about the same problem."

Pamela Neloton, Claims Adjuster