



Participant comments from Jeff Mowatt's presentation held October 3, 2008 in Ottawa

*“Jeff’s session was the most enjoyable and beneficial learning lecture ever attended. Our staff members will practice better phrasing with each other and we now all have the same resource. We will enjoy implementing Jeff’s techniques because we enjoyed the method of learning so much!”*

Pat Evans, Receptionist, Dr. Sandra Chong Prof. Corp

*“Jeff’s presentation was fantastic! Very informative and kept me interested. I will feel more comfortable talking to my patients about their treatment plans.”*

Gillian Flower, Dental Assistant, Dentistry at Main

*“I actually learned and will remember a lot of things! Great and very pleasant presentation! I’m going to implement personally what I’ve learned today as soon as Monday in my office so we can influence with ease and I can serve my patients better!”*

Oxana Ostashroua, Dental Hygienist, Dr. Wester’s Prof Corp

*“This will certainly change my approach to patient service.”*

Lyane Raiskrick, Hygienist, Metropolitan Dental

*“This will enable us to become more valued by our patients by strengthening our customer expectations.”*

Nicole Melanson, CDA II, Dr. Webster’s Prof Corp

*“We will be able to communicate with patients and offer in a more professional manner.”*

Robert Taylor, Hygienist, Metropolitan Dental