

# AVIP Alberta Visitor Information Providers

Participant comments from Jeff Mowatt's presentation held October 26, 2008

***"The information and networking has revitalized my passion for customer service and tourism. Jeff's ability to personalize the lessons is priceless. Every business will benefit from his knowledge."***

Gina Dobie, Event & Tour coordinator, Fort McMurray Tourism

***"I loved it! This will help to polish our service levels and staff skills."***

Denise Rinn, Coordinator, Economic Development & Tourism, Town of Grande Cache

***"I am planning on passing on these tips to my staff and I am hoping to improve on our already good service and make it 'gold medal service'."***

Rob Carstensen, Manager, Edmonton Tourism

***"Jeff provided new tools for a new generation. Change is great if you know how to do it."***

Brenda Jabs, Executive Director, Brazeau Regional Tourism

***"Jeff's program was exciting and entertaining. He's renewed the importance of 'gold medal service'."***

Denise Barrow, Manager, Fort McMurray Tourism

***"Jeff provided positive information to put into practice. Great information with a great presentation."***

Corry Evans, Tourism Counselor, Lac La Biche Visitor Information Centre

***"I will share these insights with staff and local committees that I am involved with."***

Keith Ryder, Executive Director, Stettler Regional Board of Trade

***"Jeff's information was extremely helpful. Excellent tools to help us serve our visitors."***

Colleen Skanderup, Strathmore Tourist Information Centre

***"It was great. I now know that our staff that will need updating."***

Susan Steer, Senior Tourism Councilor, Tourism Red Deer

***"Great job! This increases awareness of importance of 'gold medal customer service'. And it's easy to apply."***

Heather Anderson, Economic Development Coordinator, Town of High River