



**Participant comments from Jeff Mowatt's presentation,  
*The Art of Customer Service... Influence with Ease*, held September 1, 2010**

***"Jeff's presentation was excellent, engaging, relevant and easy to implement. It gives us all better understanding how to truly impact our guests experience."***

Erin Carroll, Front Office Supervisor, Hilton Garden Inn

***"Jeff allowed me to see how we can turn our company from a robotic customer service machine to a friendly and human organism – very positive experience."***

Susan Trefford, Assistant Manager, Laugh Shop

***"Promo accounts will be used by all staff to solve issues – guests will love this as more staff will personally commit to problem solving."***

Sean Million, Front Office Manger, Blackfoot Inn

***"I enjoyed every moment. It was very informative. We will become more customer service oriented."***

Opal Bison, Banquet Server, Blackfoot Inn

***"It was a very good 3 hours. Helps us to start living and thinking outside the box!"***

Lil Carignan, General Manager, Hilton Garden Inn

***"It was great. Jeff made it interesting. I think we'll feel m ore confident in difficult situations – how to handle irate guests."***

Fenny Upton, Sales & Marketing Coordinator

***"I think that people will now be more personally responsible for customer satisfaction."***

Megan Gulick, Guest Service Agent, Blackfoot Inn

***"This will help create more positive environment for myself, co-workers and customers."***

Angela Lackey, Reservations Coordinator, Blackfoot Inn

***"This helps put the team on the 'same page' with improving customer service."***

Tanya Smith, Restaurant Manager, Blackfoot Inn

***"Jeff provided a lot of great information. I think there will be a significant improvement in service and revenues."***

Chris McWilliam, Front Desk, Blackfoot Inn

***"The presentation was great. It helps me on how to deal with guest and other people."***

Grace Gorospe, Room Attendant