



**Participant comments from Jeff Mowatt's presentations,
*The Art of Customer Service... Influence with Ease and
Managing Multiple Priorities* held March 22, 2011**

"Jeff's seminar was liberating and informative. These strategies will increase efficiency and improve the work environment."

Ed Campion, Project coordinator, GEF: Housing for Seniors

"Wow! Great ideas, hard to improve on perfection!"

Randy MacDonald, Commercial Sales, Overhead Door Co.

"Jeff's session was excellent. It will change the way I approach customers."

Deborah Brosoky, Architectural Rep., Forbo Flooring Systems

"We will go back with a new level of awareness! Excited to improve our service skills."

Jamie Fleese, Senior Sales, Hi Signs The Fath Group

"Great session. It will make my client interactions more at ease on the telephone and in person; especially for cold calls."

Angel Potter, Sign Sales, Hi Signs The Fath Group

"Fantastic – easy to relate to – very good use of time."

Tammy Sadowsky, Property Management Administrator, Harvard Property Management Inc

"I'm going to share my notes with friends and family. Thank you"

Randy Wiebe

"This is going to help a lot with decision making."

Rob Ladouceur, Ops. Supervisor, Tonko Realty Advisors

"Don't change anything in your presentation, it was great."

Teresa Almond, Architect, Almond Architecture

"As a large organization and with a big team, it will give us a better prioritized action plan so that we all can complete our tasks in a more timely and less stressed manner."

Greg Knight, Property Manager, Alberta Health Services

"This will bring our field staff up to a higher level of customer service."

S. Snider, Service Manager, Qualico Dev.