



Caisse

Caisse Provencher and Caisse LaVérendrye

Participant comments from Jeff Mowatt's presentations held May 17th, 2006

“The presentation was excellent!! Exactly what I needed. In my situation this session has definitely been an eye opener. For the organization, it is beneficial in every aspect.”

Jeanine Normandeau, Supervisor/Loans Officer

“This will help us provide customer service that members expect and deserve.”

Paul Gilmore, General Manager

“This was a great presentation. I believe it will positively help the Caisse in communication with members and establish more trust with its existing members.”

Eric Dufault, Cashier

“I will definitely use Jeff's seven member expectations on the phone. I answer a lot of calls in a day and a lot of problems come up. This gives me the tools to help me resolve them.”

Ludcille Preteau, Admin. Secretary

“Jeff's session made me realize that I need to recognize people's needs and listen to what they want to say!”

Dianne Delorme, Member Service Rep.

“This helped create awareness of soft intangible skills to concentrate on and improve upon individually.”

Raymond Bedard, HR Manager

“We now have the knowledge and skills to turn repeat customers into loyal customers.”

Gina Trudeau, Directrice des finances

“This gives us the ‘edge’ over the competition with our service; we can always improve.”

Diane Gosselin, Personal Financial Officer

“As a result of this session we will refocus our priorities on people - not products.”

Fern Vermette, General Manager, Federation

“This opened my mind and made me refresh my thinking. It was excellent. Jeff gave suggestions on how to improve my work and my job in general.”

Jacqueline Taillefer, Teller