



**Participant comments from Jeff Mowatt's seminar  
*The Art of Customer Service... Influence with Ease*  
held June 19th, 2013**

***"This presentation was encouraging, worthwhile, as well as fun! It will help my communications skills with the workplace and at home."***

Danielle Herron, Concessions

***"The presentation was very informative, it was fun and helpful. It will help workers to be more attentive to customers and their needs."***

Briznay Enchill, Concessions

***"Jeff session was very helpful. I will be using the ideas and hope that other people in the organization do as well."***

Silka Schacher, Guest Relations

***"Jeff session was great. It will help me promote the zoo in a positive light."***

Jade Robertson, HR Assistant

***"Everyone has valuable information to take back to each unique position here at the Zoo. This will ensure even more customers have a positive customer service experience."***

Alexer Smith, Guest Relations

***"I think this session will positively impact me because I will definitely apply what I've learned here today. For my organization I hope each member will do the same."***

Kan Konadio Theddore, Bartender/Server – Catering

***"Jeff's session will impact our organization by helping staff connect with customers."***

Andrew Sedore, Retail

***"It was great! I can apply this seminar to my everyday work ethic!"***

Katrina Palmer, Concession

***"Jeff's session was professional despite the immature crowd. I learned not to only be friendly; but also responsible and empathetic towards all customers despite age or ability."***

Alexandria Smither, Guest Relations