

**RABC**

Camrose



Camrose Chamber of Commerce

**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
seminar held February 20, 2013**

***"It was flawless! Acknowledged that our role is as a 'Trusted Advisor' – there to provide AID (analysis, interpretation, direction); not just provide information."***

Dawna Allard, Regional Manager, Alberta Enterprise & Advanced Education

***"I am so impressed and will recommend Jeff to everybody."***

Brenda Stappler Ramstad, Sunset Gourmet

***"This session provided me with more reasons to convince executives to put customer service as the first priority."***

Ray Telford, Economic Development, City of Camrose

***"We will be able to pass this great information on to job seekers who can go impact businesses for the better."***

Rhonda Clausen, Career Coach, Business IQ Training

***"Jeff did a great job! We had implemented most of Jeff's ideas from a previous session. It was great to review and now to implement the added words and how to say them."***

Carol Irvine, Owner/Manager, Customer n' Classics

***"I plan to take these tips back to our employees and share them with other managers within our organization."***

Brenda Didow, Manager, Hardisty Community Drug Mart

***"This reminded me how easy it is to become complacent and the importance of ensuring that we (as in all management staff), are on the same page when it comes to developing or building relationships with all customers."***

Debbie Thompson, Owner/Operator, From Kicks to Kids

***"This presentation has taught me multiple ways to enhance those relationships and how to train my staff on ways they can help reach that goal."***

Kim Turre, Owner, Bra Necessities