



**Participant comments from Jeff Mowatt's  
*The Art of Guest Service... Influence with Ease,*  
seminar held March 18, 2013**

***"I can't wait to share this information with my team. The lessons I have learned today will help us to become happier and the guests will too."***

Peggy Ramsay, Call Centre Supervisor

***"This was one of the best presentations I have been to. A very good reminder on the importance of guest experience. Combined with very good techniques to implement."***

Luke Trouchet, CEO, Apollo Camper

***"Jeff's session was great. It has opened our minds to the power of words and the perception of excellent guest services."***

Shari Aulenback, Station Manager, Dartmouth

***"Jeff's suggestions are such easy ideas, we can communicate them at all levels of the organization."***

Krista McCann, Executive Assistant

***"I will definitely focus on good guest services and talk to all our staff about Jeff's session."***

Anja Schulz, Station Manager, Calgary

***"I will be more careful about words I choose. This will drastically change our culture and increase our overall guest experience."***

Kelly Shier

***"Very informative and positive. When implemented our guests will appreciate the Canadream experience even more."***

Elke DuBois, Guest Services Manager

***"Jeff session was perfect. It will make us stand out and be an organization that people would want to deal with."***

Jackie Lyon, Controller

***"Jeff's session was very informative. We will be mindful of the words we use; not only with our guests but with each other. We will treat people better and move forward."***

Racquel Daley, Advisor of People and Culture