



**Participant comments from Jeff Mowatt's presentations held February 2, 2009**

***“Jeff’s presentation was great! It will help to create a more successful business and happy staff and patients!”***

Kelly Goerte, Optometric Assistant, Caribou Eyecare Clinic

***“As a small town practice, word of mouth is a huge factor for us. Jeff provided us with the tools to help develop customer loyalty. This will prove an invaluable asset to us.”***

Dr. Neil Vanderhorst, Optometrists, 100 Mile Vision Care

***“Glad we had three other staff members present for Jeff’s session.”***

Edith McLeod, CAO

***“Jeff provided key pointers that are very practical and easy to apply.”***

Jasmine West, Pre-tester, 100 Mile Vision Care

***“This will help me interact with patients in a more helpful manner.”***

Stephanie Seto, Optician, Mr. Seymour Optometry Clinic

***“This will help us to work better as a unified team with focused customer service goals.”***

Tanya Bonjer, Optician, 100 Mile Vision Care

***“This will help me improve customer loyalty and job satisfaction.”***

Carrie-Lynn Snee, Optometrists, Merritt Optometry Clinic

***“Jeff helped give our staff a unified and concentrated focus on quality positive service.”***

Tina Hunter, Receptionist, Summit Eye Care Centre

***“Jeff’s session gave us better understanding of how to deal with patients and what they are expecting.”***

Andrea MacVicar, Reception, Summit Eyecare Centre