



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

"I thought Jeff was fantastic. This will help us to maintain our focus on customer service excellence and stay on track with our corporate vision."

Mike Dolling, Chief Estimator

"This will reduce conflict and miscommunication inside and outside the organization."

Denis Desmarais, Senior VP Operators

"We are so busy doing our work that we don't take enough time to think. Jeff's tips on customer relationships and building trust are very effective; especially since the tips are easy to implement."

Dennis Stucke, Project Manager

"Awesome presentation. This will help me to become a much better communicator."

Ryan Haynes, Project Manager

"I really appreciate the homework Jeff did on Chandos. His seminar makes us aware of our people skills and how to use them properly."

Joe Beauchamp, Supervisor

"This information will have a major impact on us. It can be used at all levels within our organization."

Bobbie Lee Grant, Controller

"Jeff's seminar was very engaging. This information will help us to serve the people we work with, complete jobs successfully, and give us pride in our work."

Tim Stucke, Project Coordinator

"This will impact Chandos very positively - helps make us an organization that 'continually learns'."

David Dominy, Board of Directors

"I would like to hear more of what Jeff knows. His seminar will have a very positive effect on my work and personal life."

Anrel Prentice, Superintendent