



**Participant comments from Jeff Mowatt's presentation,
The Art of Customer Service... Influence with Ease, February 2, 2011**

"There were many things Jeff shared that we will use. We had 5 people in this seminar and we'll all take away many great tips."

Laurie Cardinal, Finance Manager, Avonlea Homes

"Jeff's seminar was great. It will improve our approach to customers; less product oriented."

Larry Andrews, Designer, Timber-Tech Truss

"Great job! It's important to pass this information to all those within the company."

Ron Tyslan, Customer Relation/Warranty Mfr. , Galico Homes

"The small changes Jeff shared are easy to implement and will improve customer relations and simplify our business."

Kelly Sande, Project Coordinator, Milestone Homes

"This will impact our business positively with training. We'll see good results."

Gerry Simons, General Manger, Avonlea Homes

"I'll bring these ideas back to the sales people in our organization."

Keith Woods, manager, Carefree Kitchens & Lighting

"This encourages met to share this with others and make subtle changes to the way we communicate."

Ben Slingerland, President, Reside Construction Ltd

"This gives me the ability to be more valuable to my employer, as well as much more trust worthy to our clients."

Joni Sawatsky, Office Administrator, Bezooyen Contracting Inc

"Jeff provided many ideas and examples to bring back to teach our staff and use ourself."

Shauna Gruninger, Operation Manager, Carefree Kitchens & Lighting