



Participant comments from Jeff Mowatt's presentation held on August 25th, 2006

"Jeff gave our group a better understanding of what motivates buying behavior and customer loyalty."

Terry Nicholson, Vice President

"This will change the way my people interact with customers."

Mike Callam, Franchise Owner

"I hope to instill the customer expectations with all my employees and have them take the time to make our customers feel more wanted."

Vince Facchini, Franchise Owner

"Jeff provided new ideas for our staff so that they can enjoy what they do at work."

Norm VanDuyn, Franchise Owner

"I'm convinced that after this session I will truly listen to my customers!"

Steven Gamsby, Franchise Owner

"This gave us a better prepared to deal with customer issues/complaints and new strategies in dealing with 'bad' news."

Chris Burns, Franchise Owner

"We will take these ideas back to share with all our staff. Our new messages will be 'don't be better than competition and also be different.'"

Michael Malleur, Franchise Owner

"After Jeff's session, we will adjust to how we deal with our customers and potential customers."

Tracy Pring, Office Administrator

"I will certainly review all of Jeff's seminar concepts and present them to our front line staff."

Tjeerd ten Hore, Holten Enterprises Limited, Owner

"This will help build greater trust with those I work with."

Craig Roberts, Area Manager