



**Participant comments from Jeff Mowatt's presentations,
The Art of Customer Service... Influence with Ease, May 19, 2011**

"This will be of a huge benefit – the values and principles in Jeff's customer service approach compliment our Co-op. Excellent job!"

Ron Heal, General Manager

"This was perfect. I have a new perspective of my customers' expectations and my employers' needs of me."

Don Esaryk, Assistant Manager

"Jeff's presentation was one of the most valuable one I have been to. I think it will impact our company positively because the changes are so simple and will have a huge impact."

Kyla Tahouney, Supervisor

"This will help me become a more enjoyable person to be around and help the store to be a more enjoyable place to shop."

John Jamieson, Manager

"It was very entertaining. It will help me to improve my skills at work and life skills as well."

Josh White, Supervisor

"Even though I don't deal directly with many external customers, the ones I do deal with aren't usually happy. I can use these new skills to defuse their anger and fix the problem."

Kayla Duheme, Accounting Clerk

"This should be offered to all managers; not just senior staff. It will help us generate more business after gaining the trust of our customers."

James Mackie, Assistant Manager

"These are things we have to do if we want to stay competitive in the business of customer service."

Jeremy, Manager

"I gained more ideas on how to guide my staff in enhancing customer service and to enjoy doing it."

Shelley Sterling, Assistant Manager