

CUETS

Convention '05

Participant comments from Jeff Mowatt's presentations held March 12th, 2005

"If everyone takes one piece of Jeff's session – however big or small – and integrates it into daily activities, we will be better. I will discuss with my team – what will we do ourselves."

Michelle Farrow, Operations Supervisor

"I think Jeff's session will assist us on being one of the most trusted and respected financial institutions."

Jaelyn Riddell, Cardholder Services Rep

"This will help me improve the success ratio on each of my contacts which will help reduce losses for the company."

Roberta Unseth, Collection Officer

"My relationship with my clients/co-workers will now be much better!"

Mishonna Lohmeyer, Admin.

"This session will make it easier for me to sell our products"

Nathalie Dagesse, CSR

"I think this will help to increase overall sales of higher end cards."

Darcy Walby, Credit Rep

"Wish it was longer! I work with very difficult people in collections. Need to develop trust so they understand I'm not harassing them, instead that I'm helping them."

Carrie McKinnon, Collections Officer

"I feel as though this will improve the way I deal with customers."

Ryan Rodger, CSR

"Jeff session raised my awareness of the importance of trust."

Christa Grillmair, Regional Sales Manager

"Jeff's presentation hit the mark for this conference."

Doug Scott, SVP