



Participant comments from Jeff Mowatt's presentation held May 26th, 2004

"This seminar will help my clients see more value in our products and to buy on service: not price."

Chelsea Minatsis, Regional Account Manager, Travel Underwriters

"This session will change our culture and approach with our customers."

Arthur Chung, Marketing & Sales, Pacific Blue Cross

"This made me realize that fast is not always best. I need to slow down and make the customer feel important."

Vicky Rutherford, Manager/Nominee, Coastal Community Insurance

"Looking forward to applying the ideas, the tools that Jeff provided, and sharing them with the other members of my office."

Helen Howard, Personal Insurance Broker, Envision Insurance

"As a result of this session I think we will take further steps to ensure that employees are kept interested in their jobs."

Krista Backer, Underwriter, Valley First Insurance

"This approach will make us stop and think before we deal with another member, to realize the impact we have."

Jerry Gamble, Sales Manger, Prospera Insurance

"Jeff's program will allow both myself and my staff to provide increased sales service and to add in the 'wow' factor."

Ann Condon, Manager, McBain Insurance

"This will help us to listen more to the customer and be aware of being industry arrogant."

Wendy England, Account Manager, Envision

"Using Jeff's session we will create better relationships with our customers and this will create loyal customers."

Carol Plonka, Assistant Manger, East Kootenay Community Insurance