



## **Credit Union Central Alberta, Payment Services**

**Participant comments from Jeff Mowatt's presentations held June 24th, 2005**

*"I enjoyed the fast pace. Content was excellent. Session brought to light the who?what and why? We need another session for "how" to implement. Excited to see this put into practice. I believe it will increase employee morale and ultimately increase customer quality service."*

Marilyn Barr, Team Leader Payment Support

*"This was one of the best sessions I have been to. I think that it will have a really good impact and improve our customer service as we now know we have to change and what needs to be changed."*

Brent Jantz, User Analyst

*"Jeff's session will encourage us to take a more productive role in meeting our clients' needs."*

Bev Ash, Team Leader; AFT Department

*"After Jeff's session we will provide a more consistent picture to our customers and better customer service."*

Marg Clark, Business Analyst

*"This session will help us change and in the long term continue to provide a quality customer service."*

Don Gregorski, VP Payment Services

*"If Jeff's suggestions are implemented the organization's service image and level will improve."*

Julianne Tebbs, Team Leader

*"This planning session is certainly a 'starting point' to develop/implement a system to collect, track, communicate and recognize good customer service at all levels of the organization."*

Kathy McBean, Team Leader, Image Services

*"This will benefit the organization and improve customer service. All positives."*

Patti Oben, Team Leader

*"YES! The revealed the need for a more structured approach to communication with external customers."*

Yolanda Westergard, Business Analyst