



**Participant comments from Jeff Mowatt's presentations "The Art of Client Service...Influence with Ease" and "Leading a Customer Focused Team" held October 23 to 25, 2002**

***"Awesome! I really enjoyed Jeff's presentation. Learned a lot in a fun, entertaining environment."***

*Judi Ganner, General Manager, Days Inn Harbour*

***"Jeff was so influential. I cannot wait to get back to work to put it to use!"***

*Corinna Siemens, Front Desk Manager, Days Inn & Suites – Winkler*

***"Excellent speaker. Jeff brings material close to home with identifiable examples. Content is very current and valuable."***

*Andrew Utting, Hotel Manager, Days Hotel – Toronto Airport*

***"Excellent speaker with interesting content. Jeff keeps the audience focused on his presentation."***

*Rhonda Hughes, General Manager, Hospitality Motels Ltd*

***"Jeff is very knowledgeable and all the content in the presentation will be useful to me."***

*Jeffrey Knight, General Manager, Days Inn – Medicine Hat*

***"Jeff was excellent. Kept session moving – encouraged group participation. Content was very relative to our group. Very group specific."***

*Bernie Stasiuk, Owner, Days Inn – Kenora*

***"Jeff presented the material with such sincerity that I was engaged throughout."***

*Steve Whelan, General Manager, Days Inn – Regina*

***"Jeff was knowledgeable and had many great stories that made the information absorbable."***

*Carolyn Rosten, Admin., Admin for Regina, Yorkton, Calgary Airport & Medicine Hat*

***"Very informative and comfortable. Jeff influenced with ease. I trust him."***

*Drew Williams, Ntl. Sales Manager, Days Inns – Canada*

***"Captivating!"***

*Anne Masterson, General Manager, Hospitality Motels Ltd*