



**Participant comments from Jeff Mowatt's presentations held March 31 and April 1, 2009**

***"Using the tools Jeff provided we will be able to increase customer and staff loyalty."***  
Michael Gemmell, Franchisee, Maple Ridge, BC

***"This will improve our interaction with guests."***  
George Miller, Franchisee, Langley, BC

***"The tools learned during Jeff's session will help improve customer service and sales."***  
Nicole Poitras, Marketing Manager, Surrey, BC

***"This will help create a more loyal customer base and develop stronger employees with more skills."***  
Jonathon Amos, Franchisee, Prince George, BC

***"Great reminder to listen to the people that help directly make my business a success."***  
Dave Pulles, Franchisee, Surrey, BC

***"This training can do nothing but help us!"***  
John Crawford, Franchisee, Victoria, BC

***"This will impact us positively."***  
Alan George, Franchisee, Vancouver, BC

***"This will result in improved communications."***  
Tom McMillan, Franchisee, Abbotsford, BC

***"This will sharpen the knife."***  
Bill Waring, President