



Participant comments from Jeff Mowatt's presentations held April 17& 18, 2008

"Allows us to be more 'customer focused', better internal relationships, teamwork focused and a more professional appearance."

DJ Ulledal, Sales Manager

"I saw changes immediately; the morning after our 1st session we were answering the phone in a more professional way!"

Brett Yakimetz, General Manger

"This will enable us to provide better personal contact with new and old customers. And provide a better first impression of the organization."

Jason Quaschnick, Parts Manager

"Jeff's seminar gives you a better understanding of customer needs and expectations. Excellent session."

Terry Dulaba, AMS Specialist (GPS Sales)

"Everything was very well done. It will help me and my coworkers to deal with customers better and to work together more efficiently."

David Wilchuk, Technician

"This will make Deerland more fun to work at and increase cooperation amongst the employees."

Keith Calhoun, Parts/Service Coordinator

"As a result of this session we will be more capable of taking care of internal and external customers."

Karen Gould, Controller

"This training enables me to handle customers better and more efficiently."

Zen Gurba, AG Sales Rep.

"This will help us to build trust, and build a build a better dealership reputation."

Gary Lachance, Store Manager