



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

"This will teach my staff better service skills and improve our customer service perception. I also appreciate the reminders and new ideas on how to deal with customers and my staff. A great refresher with great ideas."

Amanda Huber, Parts Manager

"Jeff's seminar provides real world answers to real world problems."

Perry Sauve, Parts Manager

"This will make a lot of people realize how their actions affect others and the business."

Albert Johnson, Parts Specialist

"This gives everyone a better understanding that they actually have an impact on situations; no matter what job they have or positions they hold."

Marvin Tkachuk, Service Manager

"I believe this will make me a better parts tech and provide Deerline with great customer service."

Travis Johnston, Parts Tech

"I will make sure we use the ideas that Jeff has taught."

Lloyd Stevens, Manager/Owner, Home Hardware Store High Prairie

"Having the whole staff practice these ideas will mean the whole company will benefit including the customers."

Dean Gough, Sales

"As a result of this seminar, our staff will start caring more about our customers and create more trust. Also, I think our staff will treat coworkers better."

Larry Woffram, Store Manager

"If we support each other using these concepts rather than 'work with the enemy' our customers will notice the teamwork and appreciate that we think and act as one."

Donna Willisroft, Service Administration