



DEERMART EQUIPMENT SALES LTD.

Participant comments from Jeff Mowatt's presentation held April 8, 2000

"This training will help create more sales and more loyal customers."

Ron Dunning, Sales

"There were lots of new ideas and phrases."

Mark Bradley, AG Sales

"These techniques will help me become a better server and a better person."

Dan Postma, CSR

"We all have a tendency to be complacent; this was a great opportunity to hone our skills."

Debbie LaCroix

"It's all about making customers happy and making it easier for them to stay with our company."

Rob Glover, Service Manager

"These suggestions will help me personally and in the work place."

Judy Bousquet, Service Writer

"Jeff showed the importance of keeping customers and getting new ones."

Gil Ueland, Parts Person

"This will help us keep our repeat customers and make all employees more professional."

Michael Fleming, Field Service Tech.

"Jeff was able to teach us several different tools to use."

Mark Emann, Parts Man

"Jeff reinforced and refreshed a lot of customer relation techniques."

Fred Bray, Mechanic

"We tend to get stuck in habits-this refreshes your mind and helps with more ideas."

Nikki Gay, Receptionist

"Encourages people to show more time and interest towards customers."

Rob Skorobohach, AG Sales

"Committed our front-line staff to retain customers."

Roger Lorrain, Parts Manager