



Participant comments from Jeff Mowatt's presentation held October 20th, 2007

*"This will have a positive impact on how we treat and perceive our customers."*

Kathy Brown, General Manager

*"I feel more confident that I will be able to better serve customers and co-workers with more understanding of how to present myself and my commitment to the customer."*

Paul Whyte, Service Technician

*"It was great! This will benefit our customers, our company, co-workers and myself."*

Carol Barker Allen, Customer Service Rep.

*"I think this session will help me and my organization to work with customer and make them feel welcome and helped."*

Shane Moffatt, Sales/Order Desk

*"It was great and will create a more positive environment."*

Ron Russell, Cleaning Solutions Manager

*"This will help us make simple changes to make things run smoothly."*

Diand Rusk, Manager

*"This will help me to deal with and hopefully understand customers a little better."*

Rhonda Myers, Sales

*"This helps us start the process of how to be different."*

Lou Querin, Sales Manger, Cleanco/Esteem

*"Another tool in the tool box. One more way to improve upon our selves and to improve our customer service!"*

Joyce Neumiller Gray, Sales

*"This will assist me to deal with my customers better therefore less stress in my life."*

Garry Huculiak, Branch Manager

*"This will help with customer loyalty through more empathy and respect."*

Pat Walsh, Manager