



**Participant comments from Jeff Mowatt's presentation held June 6, 2003**

***"Jeff provided practical skills and tips that will improve sales, and differentiate Fix Auto from competition."***

Nuell Carrothers, Regional Manager Western Canada

***"Jeff's program will help us to step up our service level."***

Dave Hackett, Owner, Belleville

***"This was a good reminder that just because someone is in the business for a long time, they still need help."***

Fatima Porter, Office Manager, Aurora Ontario

***"Jeff helped us to look at the same old situation from a different perspective, (not trying to re-invent the wheel.)"***

Marcelo Lunino, Manager, Brampton

***"Jeff's session will help us refocus our sales team."***

Terry Zuliani, Owner Operation, Thunder Bay

***"Jeff's program was excellent. It will help me when speaking with our franchisees. I have lots of new ideas."***

Kim Locker, Customer Relations, Ontario

***"We will take this information and sit down and refocus our processes."***

Stu Ferry, Owner, Fix Auto

***"This session will impact our business 2 ways: 1) more focus on customer service, 2) to create trust with customers for long term relationships."***

Vince Iafrae, Foremen, Burlington

***"Implementing these ideas with our staff will make us a better company."***

Dan Cloutier, Owner, LaSalle Auto Centre

***"Jeff's Influence with Ease approach will help me become a better conversationalist and improve my ability to put people at ease."***

Pat Ryan, Operations Manager, Ontario