

## Client comments from Jeff Mowatt's The Art of Customer Service... Influence with Ease presentations held March 11<sup>th</sup> and 13<sup>th</sup>, 2014

"Jeff's sessions were great. I was able to take away concrete practical ways to improve communication with clients. He provided ideas that you could implement right away. There was no fluff - Jeff shared tips that can be used and are relevant."

Ric Ptak, Industry Advisor and Conference Organizer