



FYI Doctors of Greater Vancouver
Participant comments from Jeff Mowatt's presentation,
The Art of Patient Service... Influence with Ease
held November 18th, 2009

"This puts us all on the same page so all our customer interactions have the same quality and feel."
Shanine Lafreniere, Optometrist, Pacific Eyedocors

"Jeff's session was awesome! These tips can be used all over the office."
Kavita Manoj, Canadian Certified *Optometric* Assistant, Pacific Eyedocors

"It was great! I have learned so much in such a little amount of time. We will benefit from all of Jeff's tips."
Pummi Malli, Optician, Pacific Eyedocors Delta

"This will help with profit margins and patient satisfaction."
Sandeep Sidhu, Optometrist, Pacific Eye Doctors

"This will improve customer service, customer loyalty, and sales."
Kevin Loopeker, Optometrist, FYI Doctors

"This will help us provide consistent service no matter who a patient is dealing with or what their situation is."
Lisa Stacey, Optician, Pacific Eyedocors Dunbar

"This allows us to understand how to better relate with our patients."
Nelly Kim, Optometrists, Family Eyecare of New Westminster

"This will impact us positively. I will share with the staff at the meeting and put these ideas into practice right away."
Tanya Bryant, Optician/Manager, Blink – FYI

"Jeff was great! I'm ready for the next seminar. This will bring the team closer with an even more positive attitude than we already possess."
Nadine Proulx, Clinic Manager, Family Eyecare/FYI

"I expect that this will make patients loyal to our eye exams and to our dispensary."
Conrad Vetsch, Optometrist/Owner, FYI Pacific Eyedocors Richmond

"Jeff shared great ideas to improve service and presentation. We will improve our workplace. Good tools to use when dealing with patients and co-workers."
Judy Sherlock, Optometric Assistant, Pacific Eyedocors Dunbar