

Glenbow Museum

**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminars held January 20th & 21st, 2014**

"I am motivated to deliver better customer service after Jeff's seminar. I thought I was already really good with my customer service, but now I know how I can improve myself."

Stephanie Craigen, Cashier/Museum Educator

"This will help every department be on the same page when it comes to customer service; same expectations for everyone."

Alyssa Matthews, Museum Educator

"This helps put the focus back onto the visitors."

Anita Dammer, Archives Digitization Tech

"So many great ideas and reminders of the power of words. I need to be more deliberate in my choices."

Val Howell, Museum Educator

"Jeff's seminar was an eye opener for me and the Glenbow as a whole on being more conscious in the way we deal with clients."

Porferio Madelo Jr, Security Representative

"We need to present a better 'face' to the public and Jeff's experience here combined with some of the tips provided give concrete ideas on how to improve the 'Museum Experience'."

Katie F., Bookings/Collections

"This will impact the Glenbow in a positive way. It did make me think more about everyday situations that I encounter."

Lada Karonovic, Bookings Coordinator

"Jeff's presentation has given me the tools I need to use when delivering difficult or negative news or information to people."

Gina Arbeau, Manager Security & Building Services

"This will guide me and the organization on how to handle difficult situations in harmonious ways and gives me more confidence with dealing with difficult people."

Douglas Basilio, Security