



## Grease Monkey International, Inc

Participant comments from Jeff Mowatt's presentation held October 10th, 2005

*"Jeff's session will help differentiate us from our competition and give our employees a better sense of pride and caring."*

Randy Haifley, Vice President, Westminster, CO

*"I'll build my customer interaction plan around the ideas that Jeff shared."*

Mark Fairfield, Owner, Vancouver, WA

*"This reminded me how important on-going training is. We will include Jeff's tips and information in our weekly meetings."*

Nancy Miller, Owner, Littleton, CO.

*"It will make me observe how my employees are greeting customers to see if we are doing things right from the moment a customer shows up."*

Lois Reyes, Owner, Mexico

*"I will go back and reflect on this info and show and tell my crew about trust."*

Wayne Glasser, GM-Owner, Englewood Colo.

*"Prioritizing projects and not putting the customer first all the time will enable me to spend more time on the ideals."*

Steven Morrow, General Manager, Longmont, CO

*"I will go back and look at how we do things and what things may have become a 'habit' but are not professional/trust building things."*

Michael Donahue, Sales, Chalfont, PA

*"This will help create customer loyalty and cause our business to grow."*

Leroy Gibson, Owner, Columbia, SC

*"We are starting-up from scratch and this will help create the correct habits and paths."*

Larry Syers, Owner, Las Vegas, NV

*"I think that using these new procedures will increase profits."*

Al Grossman, Owner, Virginia Beach, VA