



The Perfect Ten

**Participant comments from Jeff Mowatt's presentation,
*The Art of Customer Service... Influence with Ease, April 13, 2010***

“Excellent! I will share a lot of the information with my staff and encourage them to make these changes”

Carol Jones, Owner/Operator, Grove Berry Patch

“Jeff provided great tangible ideas to use.”

Dianne Allen, Regional Manager, Edmonton Regional Tourism Group

“Jeff has reignited the spectra of inspiration!”

Debbie Webster, Owner, Dames on the Range

“It was great. I hope I can share what I've learned and influence the people I work with, with at least one or two new ways of approaching a customer.”

Gwenda Gravely, Executive Assistant, Stettler Regional Board of Trade

“It was great. This will increase new business for us.”

Terri Kinsman, Owner, Rocking R Guest Ranch

“Jeff's session will help me to help others in our community with customer relations, and help our own office and facilities with customer relations and strategies.”

Kim Galloway, Economic Development & Sustainability Coord, Town of Sundre

“Thank you for giving me additional ‘gems’ to add to my treasure – my unique rural experience will benefit from the information I will be taking back.”

Carolyne Sumer, Owner, The Old Store House

“Jeff provided concise thoughts and ideas I can easily relate to and easily pass on.”

Elwin Wiens, Development Officer, Innisfail Tourism

“This gives me concrete tips to take to our Farmers' Market employees.”

Tonia Chrapko, Licensed Bootlegger, EnSante Organic Winery