



Participant comments from Jeff Mowatt's presentation held November 19, 2002

“One of the best speakers I have seen! Good sense of humour. Content – excellent! Very enjoyable.”

Sandra Harrower, Service Desk, National Energy Board

“Jeff is a great speaker and really ‘gets’ the whole customer experience.”

Valerie Honey, Help Desk Focal, HP Canada

“Awesome!”

Jeannette Sullivan, Shell Canada Ltd

“Excellent and down to earth! Real life examples!”

Colleen Boyer, Help Desk Manger, HP Canada

“Jeff is an excellent speaker, very informative.”

Albert Francesart, Senior Manager Corporate e-Commerce Services, RBC

“Wonderful, very relevant information.”

Nadine Alexandor, Help Desk Manager, HP Canada

“Jeff is a dynamic speaker and provides great real life examples.”

Lori Smith, Team Focal, HP Canada

“Jeff speaks very clearly in a manner that is easy to understand, grabs your attention and holds it until the finish! Great ideas that can be used in your everyday life and work.”

Lianne Clack, Implementation & Training, RBC Global Services

“Excellent, natural, real, practical – great & outstanding!”

Pat McKeever, CSK, RBC Global Services

“Excellent presentation. I very much appreciate the fact that Jeff did not just read a bunch of powerpoint slids but instead spoke normally and gave many examples to emphasize his points.”

Barb Zebel, Sr Client Services, Conoco Canada Limited

“Excellent! Jeff is the best speaker I have had the pleasure of seeing at MDI”

Allen Skalicky, Help Centre Supervisor Insurance Services, Calgary Laboratory Services