



Participant comments from Jeff Mowatt's presentation held April 26th, 2005

"After Jeff's session our service will not only be good – but great."

Margaret Hichert, FSO

"If we apply these principles we will stand out in the crowd. People will notice and appreciate the difference."

Amanda Slobodian, Financial Services Assistant

"Jeff provided useful tools for a different more subtle approach to member interaction."

John Teichroeb, Branch Manager

"This helped our staff to understand that services are a benefit to our members not just another thing to pay for."

Myrna Hildebrand, Manager of Member Services

"I think this will help me to 'slow down', listen more effectively, and use these tools to build trust with my co-workers."

Anna Wieler, HR Administrator

"It is always good to have reminders. Listening to Jeff's session makes you realize how important it is to gain the clients' trust; more than just being friendly."

Dorothy Janzen, Financial Services Assistant

"This session will help us show our members that we 'get it' and are there for their best interests."

Arlene Peters, Receptionist

"Jeff motivated us to think first before speaking to members. Using examples of specific 'wording' used in his seminar."

Vanessa Giesbrecht, Loans Secretary

"I hope that after Jeff's seminar we will realize that no matter how busy we are there are ways to show our members that we care."

Chris Hildebrand, Loans Officer

"Jeff's seminar will make us more conscious of how we say things. It greatly affects how customers perceive us."

Ray Braun, Manager of Lending Services