

Influence with Ease



HERITAGE FAMILY FUNERAL SERVICES

Participant comments from Jeff Mowatt's presentation held July 29th, 2004

"I believe this session has provided focus for improvement in many areas, not only in customer service."

Doug Jacques, President/Managing Director

"This will help me express myself in a better way, make me a more positive person and more professional."

Mark Twanisyn, Funeral Director

"This should stimulate discussion and change behaviors."

Laurie Jacques

"The little subtle tips and quotes are helpful. It will help to serve others much better."

Dwain Hicks, Funeral Director

"This training session will help us provide better service, have humility and leave our egos at the door."

Linda Johnston-Deering, Office Administrator

"Jeff's program will help with my interpersonal skills in and out of the office."

Kevin Rostek, Mortician

"This seminar will help with customer service in that the staff will be more subtle and better with customers."

Angela Schmidt, Funeral Director/Embalmer

"This will impact our organization in a large way."

Adele Gillam, Administration

"This session should help me to become a better professional, in and out of the office."

Lorne Graham-Currie, Practicum Student

"Jeff's seminar will make me a better employee and more professional."

Trevor Winterhalt, Student

"As a student, Jeff's seminar will make me a better communicator and more professional."

Anne MacNeil, Student