



**Participant comments from Jeff Mowatt's presentation held February 20th, 2006**

***"Jeff's session will give us the competitive edge."***

Lee Hotas, Divisional Sales Merchant

***"Great ideas! It's refreshing to be woken-up with Jeff's examples that are real life and easy to apply."***

Terry Price, Store Planning Manager

***"This session has opened our eyes up to realize the importance of trust in our business and sets a path towards this important change."***

Peter Vernon, Divisional Sales Merchant

***"This will help me be a more effective leader on all fronts and thus have more successful associates and a stronger future."***

Andy Buchanan, District LP Manager

***"When implemented, these concepts will strengthen associate customer interactions and our interactions with our customers, (stores)."***

Shannon Cloutier, Divisional Learning Manager

***"This will make me a better, more trusted leader."***

Jack Rende, Divisional Sales Manager

***"This will improve sales, decrease associate turn over and result in happier associates that are empowered."***

Brian Littlejohns, District Manager

***"This will help me when interacting with both internal and external customers."***

Hearther Veitch, District LP Manager

***"Jeff's session will improve the understanding and execution of customer service in my district."***

Burt Jurisprudencia, District Manager

***"Jeff's session will help us elevate our customer service, build loyalty and trust and become more effective as a leader."***

Mario Oliveri, Field Installation Manager