



Comments from HOTEL participants at Jeff Mowatt's December 2, 2003 seminar

"I feel motivated to use these new ideas and share them with my co-workers. Great seminar! Very interesting and entertaining."

Krista Fletcher, Front Office Supervisor, Hilton Garden Inn

"Influence with Ease will definitely help me improve my overall customer service and in turn create a better impression of my company."

Melissia McQueen, Reservation Agent, Days Hotel Toronto Airport

"This makes me more aware of my relationship with my clients and how to deal with them to improve our relationship."

Francesca Lepori, Sales Coordinator, Days Inns – Canada

"Today's program will make me a little more focused and create stronger trust with customers."

Drew Williams, National Sales Manager, Days Inns – Canada

"This will create customer loyalty."

Suzy Pakmalaki, Administrative Coordinator, Days Inns – Canada

"This presentation was excellent!"

Rubi Singh, Accounting Assistant, Hilton Garden Inn

"Jeff is great! This will help us to be honest, direct, give them selection and getting appropriate feedback."

Sandra Ramireg, Accounts Payable, Park Plaza/Days Hotel

"This session will help us to look at the guest more professionally."

Riyad Khan, Guest Service Agent, Hilton Gardens Inn

"This session will make our hotel tremendous. It will provide an attitude adjustment and interact with the guests better."

Sam Curti, Guest Service Agent, Days Hotel & Conference Center

"Influence with Ease will allow me to realize when I can be a better server in a bad situation."

Linda Camara, Server, Hilton Garden Inn

“This will rearrange my format with selling, which will lead to customer trust resulting in long term revenues.”

Stephen Bell, Sales Administrator, Park Plaza Toronto Airport

“I would not suggest any changes. This was great!! I will use some of these points and ideas when reserving rooms. I will also use the rule of three.”

Maureen Henry, Reservation Agent, Days Inn Toronto Airport

“This will improve customer service by enhancing trust and honesty.”

Lucy Lanzillotta, Park Plaza

“I now feel more confident when talking to people/guests.”

Russell Whitlock, Banquet Captian, Days Inn

“Hopefully this will allow our customers to see that ‘we’ve got it’”

Kimone Clarke, Park Plaza Toronto Airport

“This will improve areas that are lacking and are in need of improvement.”

Stan Tos, Host/Supervisor, Park Plaza