



**Participant comments from Jeff Mowatt's presentations,
"The Art of Customer Service... Influence with Ease" held March 23, 2011**

"It was awesome! Creates and enforces what we need to do to engage our folks."

Line Gagne, HR Administrator, Lethbridge College

"This is a time of turmoil at work. This was re-energizing without being hard to implement."

Pat McIntosh, Sr. HR Advisor, Alberta Health Services

"It was great! Helps in packaging our options and giving customers choices."

Lettie Croskeny, Manger, Professional Division, Select HR & Recruiting Solutions

"My job is not my passion, and I struggle with that, but Jeff put a whole new perspective to the way I see my job."

Barbara Stuart, Executive Secretary, Lethbridge Public Library

"I believe customer service has a huge impact on all aspects of an organization. This encourages me to be different and exceptional rather than just good."

Joanne Grassing, Recruitment Consultant, Select HR & Recruiting Solutions

"I had fun and totally enjoyed Jeff's session. This will help us build a better and stronger team for our organization."

Angela Ho, HRS Manager, Lethbridge Lodge Hotel

"This very much applies to me, as I am in a position to 'sell' ideas to people who don't want to hear them."

Cathy Mosby, Safety Advisor, Alberta Health Services

"This will give me some tools to improve the way I deal with my co-workers and employees. As well to enhance my customer relations."

Chris Van Ryckencom, Parts Inventory Manager, Peak Equipment

"This was very well done. It will build more trust and improve communication with customers."

Nikki Kennedy, Store HR Manager, The Home Depot

"The techniques explained here today will assist me in getting better 'customer' buy-in and enhance employee engagement."

Brad Doak, HR Consultant, City of Lethbridge