



International Customer Service Association

Participant comments from Jeff Mowatt's presentation held May 4th , 2005

"Wow! He's good!!!"

Susan Cole, Manger/Sales Support, Nebs Business Products

"Jeff has opened my eyes and has encouraged me to review my customer service and my organization's customer service procedures."

Jason Wong, Vice President Customer Service, Energy Savings Group

"With all the training we did in customer service, Jeff's concepts about humility and 'grand intentions' have never been spoken. But I believe their use will be very valuable."

Nicole Couture, Customer Service Team Leader, General Mills

"Jeff's session will give me the opportunity to lead by example so others can learn."

Joe Giasson, Customer Service Manger, Gaylea Foods Co-Operative

"I can use Jeff's three main principles for staff training purposes."

Bridget Miller, Operations Services Manager, TDL Group

"This brings us closer to our customers."

Sharlene Dubray, Channel Manager, Upstream Works

"My employees are also my clients and Jeff's presentation will help me engage them enough to hopefully perform better, help them gain trust in me and in themselves."

Rosaria Mansueto, Team Manger Operations, RBC Travel Insurance

"I hope to do a small 'presentation' using Jeff's ideas for my staff."

Corinne Lambert, Superintendent, CSN, Canada Post Corp

"This will make people feel good about dealing with us and prove that we get it!"

Dianne Desroches, Team Leader, NEBS

"Terrific presentation!"

Debrah Laracy, Sr Coordinator, Human Resources, The Loyalty Group

"Jeff's subtle points will impact my coaching sessions."

Matt Dyck, Team Coach/Commercial Service, Canada Post Corp