



Indian Oil & Gas Canada – PCS Division

**Participant comments from Jeff Mowatt's
The Art of Customer Service... & Avoiding Round One
Seminar held June 12, 2012**

“I deal with employees on a daily basis. These new tips and tools will make my job and me a better agent of good customer service.”

Susan McCurdie, HR Advisor

“It was a great balance of humor and knowledge. What I’ve learned will influence the positive changes I plan to make; both at work and at home.”

Francine Miller, PCS Admin Assistant

“Jeff was fantastic and extremely comically. On a personal level, I believe at the beginning of a career I will be able to manage my direction with these tips with more ease.”

Stephanie Watney

“I will be more aware of how we affect/ influence others who we work with.”

Faith Canadien, Accounts Payable/Finance

“This should improve perceptions of our service.”

Carrie Toovey

“It was all good. All topics were so key to everyday life.”

Shirley Conrad-Madsen, Human Resources Officer

“Jeff provided simple and applicable tips and guidance.”

Michael Jacobs, HR Manager

“Jeff gave me some great positive tools to use today.”

Christine Castonguay, Head Accounting Operations

“I’ve learned new ways of coping with clients, difficult people and way to resolve conflicts.”

Liz Skonipa, Information Clerk