



**Participant comments from Jeff Mowatt's presentations held on March 14<sup>th</sup>, 15<sup>th</sup> and 21<sup>st</sup>, 2006**

***"Great seminar! I can't wait to use some of the techniques Jeff has told us."***

Leslie Brecht, Director, Human Resources, Freson Market

***"I know this will impact our organization in customer service because there are a lot of things that we never realized what we were doing. They were not wrong but it was not being done correctly."***

Jeff Romanink, Meat Manager, Radco

***"It was great! I realize now how much we can improve our customer service level by simple easy changes."***

Jason, McCauley, Assistant Store Manager, High River Sobeys

***"I think this will greatly help us turn repeat customers into loyal customers."***

Darren Hampson, Meat Department Manager, Radco

***"This was an excellent presentation full of great tips. This will help us to improve our customer service up to the level of 110% from where it is now."***

Marsha Mantai, Customer Service/Post Office Manager, Hamilton's IGA – Ponoka

***"Jeff has given me a tool that I can pass onto the front line staff to handle the operations of my department more successfully."***

Ron Bartek, Produce Manager, Freson IGA Northside

***"Jeff has helped me to see things more from the customers view and to do things for them with more empathy and understanding."***

Terra O'Connor, Manager Customer Service & Post Office, Southview IGA

***"This will help increase deli sales."***

Carol Scorda, Deli Manager, Fairview IGA

***"This session will help me and my team to provide better counter service and be able to deal with issues on their own better."***

Christine Luymes, Bakery Manager, Goldbar IGA

***"If all is implemented from this seminar, our store will be a happy place to work and a joy to shop in."***

Lisa Morcoux, Deli Worker, Freson IGA