



**Participant comments from Jeff Mowatt's  
*The Art of Public Service... Influence with Ease*  
seminars held Sept 24, 2012**

***"This was excellent. This seminar will really help me in responding to the negative customer. I am hoping to really be able to turn negatives into positives."***

Fran Neill, Development Officer, Town of Beaumont

***"Best customer service presentation I have seen. I will start to put a more positive spin on things when dealing with the public."***

Jill Neuton, Admin Assistant, Leduc County

***"Great presentation. Jeff provided clear and easy techniques that people will be able to input into their daily work."***

Sara Russell, Seniors Service Coordinator, Leduc County

***"The seminar was excellent. I have more tools to handle situations with internal and external customers."***

Melissa Crawford, Creative Associate, City of Leduc

***"The presentation was excellent. It will help me to change the way I talk to people and also to help my coworkers do the same."***

Dianne Dudley, Admin Clerk, RCMP/City of Leduc

***"Jeff's presentation was excellent. This will help me to deal with the public and internal staff more effectively."***

Tanya Koenig, A/P, Town of Beaumont

***"This session has given me tools to work with the unhappy customer which I can pass on to fellow employers if they are struggling. And not to try too hard for someone to like you."***

Lisa Doel, Animal Control/Bylaw Enforcement, county of Wetaskiwin

***"Jeff's presentation was great. I think my customer service will improve and my relationships will get better as a result."***

Andrea Oneski, Community Development Coordinator, Leduc County