

LUBE **CITY** **Express Oil Change**

*The Art of Customer Service ... Influence with Ease seminars
held March 28th and April 11, 2010*

“Jeff’s presentation was great. It will have a big impact on me in my daily life here in Calgary and especially our customers at work.”

Arnold Cambal, Lube Technician, Calgary

“The rule of 3 will help with the mid service as I finish. Our customers will really appreciate this.”

Lorne Graham, Area Supervisor, Calgary

“This was an excellent seminar.”

Jason Kallis, Vice President, Head Office Edmonton

“This was a big help for us as lube technicians.”

Julius Salva, Lube Technician, Edmonton

“Great job! I think this session has given all of us more knowledge in dealing with customer expectations and has provided tools to succeed in our industry.”

Cory Wright, Area Manager, Edmonton

“This will help us to take our service to the next level.”

Wayne Larsen, Sales Manager, Edmonton

“I think that there was a lot of good information here that can be applied to every aspect of our job.”

Greg Paul, Area Manager, Edmonton

“Jeff gave us new ideas to improve ourselves in everything that we do.”

Edsel De La China, Lube Technician, Edmonton

“This session opened up my mind regarding services and how to deal with customers; acknowledging them and taking care of them and their cars.”

Ricky Lazo, Lube Technician, Calgary