

## Participant comments from Jeff Mowatt's presentation held May 23, 2002

"Wonderful. I've been in the franchise for 2 months and Jeff showed me great ways to put into motion "Influence with Ease"! I'm looking very forward to getting back and kickin' it into high gear!"

Sherry Thorel, Mail Boxes Etc #280

- "Jeff is a great speaker and I learned a lot of valuable information."

  Yvonne Gaudet, Manager, Mail Boxes Etc #151 & 258
- "Great! Jeff reinforces what some of us know but have difficulty in expressing."

  Ken Sparks, Area Franchisee, Mail Boxes Etc
- "Excellent speaker content was valuable and should be implemented."

  Ian Richards, Owner/Operator, Mail Boxes Etc
- "Jeff kept me interested the whole time. Stories easy to relate to and grasp the point"
  Barb Musgrave, Center Owner/Area Partner, Mail Boxes Etc Halifax
- "Jeff hit on the key issues for creating customer loyalty."

  Chad Cunningham, Owner/Operator, Mail Boxes Etc
- "I enjoyed Jeff's wry technique no rah-rah or loud music, very insightful seminar." Al Younger, Owner, Mail Boxes Etc #267
- "The content and presentation flow was exceptional."

  Lynne Riddell, Owner, Mail Boxes Etc #274
- "Jeff is a captivating speaker with useful tools you can use."

  Kyla Foster, Owner/Operator, Mail Boxes Etc #289
- "It was great!"
  Nancy Van Kasteren, Owner/Operator, Mail Boxes Etc #282
- "Easy to listen to and informative."

  Ginger Tiede, Owner, Mail Boxes Etc #43