



**Participant comments from Jeff Mowatt's presentations,
The Art of Customer Service... Influence with Ease, June 8, 2011**

"I can't wait to use this with our staff. This was one of the most useful/best workshops I've attended in a long time!"

Karen Chezick, Clinic Manager, Agassiz Medical Centre

"It was great. It will help me in dealing with patients, staff and doctors, and others."

Dianne Walker, Business Administrator, Links Clinic

"I plan to share this with my staff. We need to remember that customer service is so important. We get so busy that it's easy to forget about this."

Sharon Peters, Business Manager, Three Hills Medical Clinic

"I feel more prepared to better communicate with difficult (challenging) community members. I had some of these skills but am so inspired to change my language to influence positive relationships. Great session."

Laura Keegan, Community Physician Recruitment Consultant, AB Rural Physician Action Plan

"It was informative and valuable information. I will take all of this back to our staff to improve our customer service."

Marion Barrett, Manager, Med+ Stop Medical Clinics Ltd

"Awesome speaker with terrific tips."

Lynn Frank, Lab Manager, Medicine Hat Diagnostic Lab

"Excellent presentation. It will help me reflect – a reminder of very meaningful information."

Sandi Levandoski, Manager, Western Medical Clinic

"This will improve quality of clinic experience for both patients and staff."

Robyn Tyrrell, Administrative Manager, C-era medical Clinic