



NELSON & DISTRICT CHAMBER OF COMMERCE



Nelson and Area Economic
Development Partnership



Growing communities one idea at a time.

**Participant comments from Jeff Mowatt's presentation,
Boost your Business without Lowering your Prices
held October 24, 2011**

“Awesome presenter. This will improve our customer service and take us to the next level.”
Marni Beringer, Owner, Mountain Waters Spa

“This shifts my focus beyond providing great customer service to enhancing the customer experience, building trust and strengthening client loyalty.”
Carolina Hopkins, President/CEO, Brilliant Assist Virtual Assistant Service

“While already having good ideas and practices in customer service, this session has given me the tools to improve and rethink my view of customer service.”
Kara Monteflore, Manager, The Roam Shop

“This was great! It gives me tools to share with my sales staff.”
Stuart Ady, President, Ernies Used Autoparts

“These tips build confidence, motivation, and focus.”
Chris Holland, Owner, Juggernaut MC

“Great presentation. It will help us to clean up our website to highlight more benefits and less features.”
Rebecca George, Owner, Blind Faith Windowcoverings

“This will help us increase our sales and generate even more happy customers.”
Naef Daniela, Owner, Country Furniture and Home Deco

“This really helps to brush up my skills.”
Katherine Yuen, Community Futures

“I will host a meeting to pass on the seven customer expectations to our staff.”
Carmen Proctor, Owner, Selkirk Eyecare

“As a business owner I am always thinking of new ideas. These tips from Jeff will help.”
Chris Drysdale, Owner, Cloudside Inn