



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

***"It's great to spend time like this talking about easy ways to make big differences."***

Donovan Williamson, CFO, North Prairie Developments Ltd

***"This was the best seminar I've attended! With the increasing competition in windows and doors, I now have some great ideas to provide 'remarkable' customer service."***

Kellie Tiegen, CSP, All Weather Windows

***"Great presentation. It reassured me in my current practices of dealing with customers and opened a whole new door of more."***

Lawrence Harasym, Site Superintendant, North Prairie Developments Ltd

***"We had 4 staff at the meeting. We will discuss and implement changes in areas where we are falling short."***

Ward Lorenz, Manager, Richardson Lighting

***"I believe this will create immense changes for the better."***

Regan Lester, GM, Great Canadian Roofing & Siding

***"I really enjoyed Jeff's entire presentation. I needed to hear what Jeff had to say and plan to influence those I work with."***

Ryan Geransky, Vice President, Geransky Bros Construction

***"This will help me become a more effective salesman."***

Mark neufeld, Sr Account Representative, Superior Cabinets

***"This will make it easier to schedule appointments for service work."***

Greg Dietrich, Owner, Majestic Electric

***"This will help me with my orientation process with customers at different stages, which should present the company in a positive light."***

Milt Christensen, Construction Manager, North Prairie Developments

***"Jeff's presentation was very interesting and lots of good value."***

Helen Hyde, Realtor, Maurice Hyde Realty