



Northwest Dental Expo

Participant comments from Jeff Mowatt's presentation held September 26, 2008

“Jeff’s session will help a great deal at building my practice with loyal customers and improving office moral.”

Dr. Manasa Chandramohan, Dentist, Bright Dental Inglewood

“Everything was great! Enjoyed the examples and personal stories. This will help improve the personal/professional relationship between the client and our staff. Better understanding of what the client is looking for when the right questions are asked.”

Aja Cantwell, Admin Assistant, Loday Dental Group

“This increased my awareness, motivated me, inspired me, but most importantly helps my patients!”

Cherie Hunchak,, RDH, Skuba & Associates

“Jeff’s session was great! This helps me to work at using expressions like ‘4U’ and other key phrases.”

Kim McMorran, RDA II

“Our team is looking forward to implementing these suggested topics to improve our customers experience and help our business succeed.”

Elenatte Mander-Kucey, Dentist, Kucey Dental Group

“This helps me relate to and serve my patients better. I have the health care knowledge, this gives me a glimpse into the business side and customer relations.”

S. Hurbert, Hygienist, LP Dentistry

“This session made me aware of my personal and interpersonal skills. How I can enhance my skills in providing professional service both as a person and as an employee.”

Kathleen Dobbelsteyn, Business Manager, West Edmonton Mall Dental Centre

“It will help how we make the patient feel about us and our practice. Gaining their loyalty.”

Carrie Famulak, Dental Assistant, Dr. Doug Stringham Prof. Corp.