



## 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.