



**Participant comments from Jeff Mowatt's presentation held June 29th, 2006**

***"Jeff's presentation was by far the best customer service presentation/workshop that I have participated in. He ensured that all the different areas of our organization were covered in examples and how our roles are important in making our customers feel good about themselves and coming to our facility."***

Susan Laurin, Community Services Manager

***"I hope that people have learned as much as I have. It was a great session."***

Tracy Morgan, Community Programs Assistant

***"This will make me deal with difficult situations better and hopefully it will have the same effect on my colleges."***

Frank Lomenda, Facility Operator (Arena)

***"Jeff's session will help us become a more efficient, effective and confident organization."***

Shauna Reidy, Daycamp Supervisor, Lifeguard, Instructor

***"Jeff's presentation was great! Easy to listen to – captivating, informative and entertaining. This impacts our day to day philosophy and functions. It helped to remind us what really is important to our customers and what we need to prioritize."***

Donna Racette, Client Administrator

***"All staff now have the same message. Hopefully; it will improve service throughout the centre at all times of the day; not just when client services is open."***

Janette Messer, Community Programs Coordinator

***"Jeff was great and very funny! It was both humorous and informative."***

Jaeqni Feder, FCSS Assistant

***"This will make our job more satisfactory and our customers experience more fulfilling."***

Tanya McAvena, Cultural Assistant

***"Jeff provided simple, client-focused ideas that help us to identify the need the client has and how we can meet it."***

Sherri Mullen, Coordinator, Healthy Family Resource Centre

***"I think the value of this training is how easily these ideas can be implemented."***

Kathy Coutts, Historical Assistant