



ONTARIO ASSOCIATION OF OPTOMETRISTS

Participant comments from Jeff Mowatt's presentations held November 7th & 8th, 2004

"Great!! Jeff's session has changed my thinking as a whole."

Yolanda Evaius, Optometrist, Pollock f Associates

"I now realize we have a lot of work to do."

Perry Ames, Optometrist

"Jeff has changed to way I think about presenting an idea, suggestion and/or sale."

Janet Sinnott, Assistant

"I wish our whole entire staff were here to hear what Jeff had to say."

Debbie Cipp, Optometrist, Drs H & K Docman & Associates

"Jeff has refreshed the need for taking an outsiders view of how my practice and I are perceived."

Dr. Rita Louie, Optometrist

"Jeff's session will give me more confidence in my value. I do not need to apologize for my expert knowledge."

Lianne Cousineau, Optometrist, Drs. Filippone, Cousineau & Schryer Office

"Wording of information is important to creating trust. And after many years in the business, I realize that my terminology needs an update and Jeff helped kick start that."

Charlene Sloaiu, Practice Manager, Dr. M. Bauman's Office

"I will use these ideas in our up coming staff meetings and I am certain there are a number of useful ideas that my staff and myself will use over and over again."

Dr. Norma Davis, Optometrist

"It was great!! Jeff's session helps us to be more enthusiastic and understand the patients' perspective more."

Cheryl Blagden, Lab Technician/Sales, Dr. Larry Sheldon & Dr. Perry Amos

"This session let us know that everything will be okay."

Joanne Heebert, Optometric Assistant, Dr. Beth Lennox Office