

Palliser

INSURANCE COMPANY LIMITED
A MID-WEST HAIL AND CROP INSURANCE COMPANY

“The Art of Customer Service ... Influence with Ease”
Seminar held July 14, 2011

“Extremely well done. Gives us more confidence when interacting with customers.”
Larry Somers, Palliser Insurance

“We strive to be excellent technically... these techniques will take our customer service to the next level.”
Greg Reidy, Director, Palliser Insurance

“I was impressed with Jeff’s understanding of our industry. I am in the people business and Jeff enforced many of the skills that we use.”
Fred Ozirney, Adjuster, Butler-Byers Hail

“Makes everyone aware we are a team and what we do. How we interact with farmers influences all of us.”
Al Bahrey, Adjuster, Butler-Buyers Hail

“I realize now that being good technically is only one of the important parts of my interaction with the clients.”
Jim Wilson, Adjuster, McQueen Agencies

“As a result of this session, we will become more consistent in our approach to our customers.”
Walter Mudge, Adjuster, Palliser Insurance

“I will use this information to avoid conflicts or help resolve customer issues.”
Scott Wray, Wray Agencies

“This helps me in life as a parent, husband and in relations with our customers.”
Lionel Hinch, Palliser Insurance

“This adds more tools to the adjusters’ customer service tool box.”
Chad Marshall, Adjuster, Palliser Insurance

“This will help with positive first and last impressions.”
Gordon Friess, Adjuster, Wray Insurance