



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease seminar
held December 15th & 20th, 2011**

"I will utilize the tools and great tips to grow into a more efficient and professional worker."
David Stevens

"I can use the 7 customer service tips everyday to help me provide a higher level of service."
Russell Costa

"I'll focus on telling the customer what we CAN do for them; not what we can't."
Marlon Morgan

"Great presentation! I will use the information to help communicate more effectively, rather trying to be 'liked'."
Aaron Pollick

"It was great. I'll be more focused on word play."
Wes Angers

"I'll stop using the word 'man', put a positive spin and tell the client what I do know after I tell them what I don't know."
Vilay Siharath

"I'll definitely be more conscious of my word choices."
Johana Quintana,

"I will 'Verbalize what I Analyze' when there is dead air."
Andrew Sproule

"Jeff's session was very informative. I will use all this information daily."
Chris Robertson

"The presentation was very helpful. Lots of tips for talking with customers."
David Bassett