



Participant comments from Jeff Mowatt's presentation held April 25, 2008

"Jeff's presentation will help us to grow, to compete, to become successful and to be more recession proof."

Mary Falbo, VP Business Development

"Jeff shared little changes that create huge results."

Jerry Furlan, Operations Supervisor

"Jeff made me stop and think. I'm new, we need changes. I need to consider what we need to improve what we have to offer our clients."

Carol Roycroft, Marketing Manager

"This presentation was great. My customers will be serviced better. My job will be performed more effectively. My company will be seen in an even brighter light."

Matthew Hoogenboom, Sales Rep.

"This was concise and to the point. It will enhance my effectiveness in communication with city staff and elected officials (councilors) who I deal with daily."

Sid Catalano, Director of Legislation

"I will use Jeff's tips during my sales meetings as a follow up from this session."

Louise Dixon, General Manager

"This helps us demonstrate our sincere intention to make a difference with customers – not to earn an extra buck, (one time only)."

Nick D. Bona, Leasing Manger

"Even with my experience in leasing, the tips use of and how to use have brought additional comprehension on how we should approach and deal with people."

Guy Trancoeur, Leasing Director

"One thing Jeff was able to do was to relate the information to my position, in the language I can relate to."

Kyle Donnon, Leasing

"This will help me to assist clients in a more hassle free way."

Kathy Cormier, Vice President, Client Services