



Hardware & A Whole Lot More!

**Participant comments from Jeff Mowatt's presentations,
The Art of Customer Service... Influence with Ease, February 23, 2011**

"Excellent presentation. Jeff's ideas made it eye-opening; both at work and at a personal level."

Shawn Cruikshank, Manager – Estevan

"I am sure every location will use at least one thing learned to make it better."

Brian Dagg, Manager – Red Deer

"Very enjoyable and interesting. I am a buyer - not store manager. Still, I learned lots about improving customer service to the managers and my vendors."

Sheila Horn, Buyer

"This was tailored specifically for our business."

Shaun Howard, Manager – Westastwin

"We will bring a renewed focus to our customer at our store after Jeff's session."

Dean Rugland, Manager – Leduc

"This will change the way I will deal with my customers and employees."

Barb Konopelski, Manager – Saskatoon

"This has given us a fresh outlook on how we conduct our everyday business."

Trent Hamilton, Store Manager – Lloydminster

"This will help create an even stronger team concept."

Vern Smith, Warehouse Manager – Red Deer

"Jeff's presentation was excellent. Makes it easier to explain to staff the importance of customer service."

Sheri Blaschuck, Manager – Moose Jaw

"This puts the importance of the customer into perspective. Customers are our livelihood."

Chris Konopelski, Store Manager - Kindersley