



Participant comments from Jeff Mowatt's presentation held February 20, 2008

"This has me thinking we should be bringing our management to Jeff's seminar so they can hear and see this first hand."

Wayne Kallis, Owner, Lube City

"The interaction was great!! Jeff gave us new tools to take home. We value those new ideas."

Brenda Osborne, Owner, Super Lube

"Jeff's session was entertaining and informative. It will help me organize my staff for the future and also help me with customer service."

Jeff Preston, Pennzoil 10 Minute EZ Lube

"It was excellent. It will help me focus on behavior, rather than attitudes when giving employee feedback."

Lorayne Guenther, Owner/Operator, Sundre Lube

"This will change the way employee evaluations and reviews will be done."

Dave Jensen, Owner, Pennzoil 10 Minute Oil Change

"This will help with employee morale and team building."

Dean Dixon, Area Manager, Lube City

"Applying the CAST process will result in better/more effective staff meetings."

Ken Sorensen, Manager, The Oil Drop

"This will help to motivate staff."

Sean Krassman, Owner, The Oil Drop

"We'll use this to help redefine our mission statement."

Clint Byblow, General Manager, Lube City

"This helps create new a vision and new ideas."

Stephane Boutin, Owner, Pennzoil 10/Lubrication Auteuil