



Participant comments from Jeff Mowatt's presentation held September 26, 2005

"Excellent presentation! I hope that everyone will take all of Jeff's ideas seriously and put them into action."

G. Drover, Director of Sales

"This helped me to understand how my message may not always be 'received' by the customer."

Ralph Carter, Territory Manager

"This will assist me to communicate with my internal/external customers more humbly and professionally."

Laila Romeo, Program Supervisor

"This session opened up many new ways of servicing our customers and gives the reps insight into how to be more effective in front of the customer."

Amanda Andrews, Corporate Sales Rep

"I will put Jeff's tips into action as of now and use them daily."

Francois Blauellette, Logistics Manager

"This makes me realize that what I say and how I ask questions influences the decision of my customers."

Lisa Zimmerman, Corporate Sales Rep

"Jeff's session has given me a wake-up call on how I may be perceived by my customers."

Dave Oatman, Sales Rep

"This will increase trust with my clients."

Francine Bernier, Sales Rep

"I will be able to use these ideas to train my sales reps."

Susan Ferguson, Field Manager,

"Jeff provided excellent emphasis on trust vs. friendliness."

Lisa Sandvold, Director Finance & Administration