



*Participant comments from Jeff Mowatt's presentations held April 15, 1999*

*"Thank you for providing me with new insights on managing perception and improving customer satisfaction."*

Diane Dagleish, Development Manager

*"Jeff is an excellent and informative speaker with great ideas for improving customer satisfaction."*

Bonnie Hankinson, Director, Purchasing Branch

*"Jeff is an enthusiastic and knowledgeable speaker who obviously enjoys what he does."*

Keith Grasdahl, Manager of Purchasing

*"Simple approaches contribute in a big way to the customers' perception of service! Jeff is a great motivational speaker!"*

Terri Gentile, Project Manager

*"Excellent; especially enjoyed the stories – they are very appropriate."*

Dennis Bodhow, Director, Corporate Planner.

*"Jeff is a very good speaker. The content is very relevant to our day to day business."*

Randy Lindstrand, Facility Manager

*"Jeff has very good knowledge of the service and is good at maintaining the attention of a crowd."*

Don Gerlinsky, Facilities Manager

*"Jeff is an excellent speaker. I'd like to see him back."*

Lucian Riess, Manager – Health

*"Animated and alive. Good linkage of content to our business."*

Brian Kingston, Manager

*"Jeff's stories are an excellent way to communicate his message."*

Avtar Chatha, Network & Workstation Manager

*"Jeff's use of examples and stories really help to make the point."*

Rose Shumansky, Manager, Telecommunication Contracts