



Participant comments from Jeff Mowatt's presentation held August 2nd, 2006

"This session has had a huge impact on how I will grow into a strong leader. I will use Jeff's examples in the actual training of our team. The guest will be happier and so will our team."

Mary Newman, Regional Coordinator, Red Robin Canada

"This really puts the customers' thoughts back into perspective. Reminds you to always think like a customer and consider the value in their eyes."

Trina Brady, General Manager, Red Robin Kelowna

"This was an eye opener to a lot of things that are ongoing issues. The acknowledgement and personalization will be utilized the most."

Suzy Lee, General Manager, Red Robin Longstreet

"Jeff was fun and entertaining and provided a wealth of knowledge. I have gained so much knowledge and I think using the tools Jeff gave us has empowered us all."

Micheline Davies, General Manager, Red Robin Newton

"It was excellent. This will be a huge benefit to the overall atmosphere."

Paul Breda, General Manager, Red Robin Coquitlam

"Jeff provided a change in focus; an increase in understanding of what the guest needs."

Jason Visser, General Manager, Red Robin New Westminster

"I believe that our team clearly understands the value of using these tools."

Chris Kerr, Regional Operations Director, Red Robin Canada

"I think guest services will be positively impacted on multiple levels by Jeff's training."

Nyle Petnerbridge, Executive Chef, Red Robin Canada

"Jeff did a good job reinforcing the customer service expectations. Great job in reminding us of the standards and culture we already have in place."

Todd Madlener, Franchise Operations Director, Red Robin G.B.

"Jeff helped me to realize how important it is to phrase my communications correctly."

Dirk Robson, General Manager, Red Robin