



**Participant comments from Jeff Mowatt's presentations
held September 16th & 29th, 2008**

"It was a great session! This will improve our communication with internal and external customers."

Rosemary Visscher, Comm. Marketing Manager

"Jeff's seminar was excellent, well paced, informative and specific to our industry."

Corinne Bestwick, Personal Lines Advisor

"I'm particularly impressed with continuity of learning that Jeff provides. For instance one month follow-up in order to receive '50 phrases that Pay' encourages application of the principles he presented today."

Don Ekstrand, VP Sales

"After this session I think that our client retention will increase and our competitors will continually wonder how we manage to steal their clients!"

Lucy Breeze, Commercial Associate

"We can always be better, more effective, more efficient – we can maintain our excellent standards by always aiming higher. This session is an excellent way to reinforce our commitment to our customers and co-workers."

Jenny Coxon, Commercial Associate

"This helps me become more aware of what I say and how it comes across."

Jana Lee, Associate

"This will continue to allow us to grow and improve our relationships internally and externally."

Karyn Fair, Commercial/Support Manager

"We will relate better to our clients both internally and externally."

Kim Kennedy, CAST Department Director

"We need to continually create awareness of how to be the best. This provides necessary skills in this direction."

Gabe Dattadeer, Sr Account Exec.