



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
seminar held October 20th, 2012**

***“Jeff’s session will have a very positive impact on our business. People have many choices for pharmacies, and giving remarkable service is a strong way to attract and maintain customers.”***

Wade Mannle, Pharmacy Manager, Pharmasave Airdrie

***“Jeff’s seminar was great! It will be even better once we get the ideas implemented at the store.”***

Sharon Louey, Pharmacy Assistant, Pharmasave #345, Brooks

***“This session will really have a big impact and will create good results with my customer service. It’s opened my eyes on how to take my service to the next level.”***

Graeme Kitagawa, Front End Cashier, Pharmasave #345, Brooks

***“This will help in future training sessions for my staff as well as personal growth in helping my patients.”***

Mark Sawchuk, Manager, Pharmasave #349, Calgary

***“We have already implemented many of Jeff’s suggestions from his other seminars. The impact has already been rewarded. At this session, I gained even more tips to help become a better part of the team, plus improve my customers’ experience.”***

Teresa Whittow, Pharmacy Assistant, Pharmasave Carstairs

***“We will present this information to our staff and hopefully improve our perceived service level to our customers.”***

Ron Sandul, Sandul’s Pharmacy, Black Diamond

***“Personally, I think it will help me to be even more mindful of how to respond to my patients’ concerns and better position me as their trusted advisor.”***

Elliott Fletcher, Pharmacist, Pharmasave, Claresholm