



**Participant comments from Jeff Mowatt's presentation held September 10th, 2004**

*"Jeff's 'Influence with Ease' approach should increase our average sale/customer and create more trust in our staff."*

W. Sangster, Store Owner, Lloydminster

*"Jeff provided great ideas that will impact us in a positive, profitable way."*

Theresa Mailman, Manager (Corporate), Halifax

*"This will make our store more of a pleasant place to work and shop. Making my store the 'only' place to shop in Medicine Hat for health products."*

Sharie Hohn, Franchisee, Medicine Hat

*"I will bring these ideas back to my employees . I'll also be more humble and think of employees as customers."*

Marcie Olson-Hayton, Manager

*"This has helped me to refocus on customer and staff service."*

Linda Sexsmith, Franchisee, Calgary

*"This session enabled me to step back and look objectively at our whole sales environment."*

Sandy Warewhek, Franchisee, Winnipeg

*"This will impact our staff training; showing customers benefits instead of just features."*

Lionel Sealey, Franchisee, Kindersley

*"I think this approach will open franchises to think outside the box."*

Ron Patenaude, Franchisee,

*"I will be teaching my franchisees how to listen and plan for customer service. This will help them to be a success."*

Rheanne Haines, Sales Rep. Head Office, Saskatchewan

*"These ideas will help me and my staff to improve our customer service and hopefully win new customers and increase sales."*

Anna Baralsa, Manager, Waterloo