



**Participant comments from Jeff Mowatt's presentations,  
*The Art of Customer Service... Influence with Ease, March 8, 2011***

***"I've attended many seminars and typically left disappointed. Jeff Mowatt's seminar, I left excited with real tools to implement immediately."***

Crystal Zvacek, Business Mktg Executive, Studio 2.0 Interior Design Consultants

***"Great presentation, awesome – thank you! It helps us reorganize our presentation to customers and provide better customer service."***

Leanne Glover, New Home Sales, North Ridge Development Corp

***"The ideas Jeff presented will definitely enhance the customer service in my organization. The changes may be subtle but I anticipate rewarding results."***

Reg Kotlar, President, Sutton Norland Realty

***"Jeff's seminar was awesome!"***

Trish London, Sales Consultant, North Ridge Developments

***"I really enjoyed Jeff's session. It will make us an even better company."***

Shelley Mooney, Shipping Supervisor, All Weather Windows

***"Jeff's seminar will help improve customer relations in a positive manner."***

Terry Bubnick, Member Services, Saskatoon & Region Home Builders Assoc

***"Jeff's has opened my eyes to ensuring what you say is what you mean!"***

Daryl Renneberg, Sales, Northridge Developments

***"This will create better interaction with clients and members. My individual skills will be strengthened and will improve the organization goals and objectives."***

Karen Rosser, Program Coordinator, Bridges & Foundations Career Development Corp

***"After this seminar, my customers should have a better telephone and in-person experience with myself and my employees."***

Tony Ironside, Service Manager, All Weather Windows

***"Jeff's session was excellent. It helps to put everybody on the same page."***

Patricia Wiebe, Sales, FloForm