



**Schwarzkopf Professional Hands Salons**  
Participant comments from Jeff Mowatt's presentation held July 25<sup>th</sup>, 2008

***"This will help us improve the way we sell products and treat clients."***

Massimo Puntillo, Owner, Salon Massimo

***"It was great! This information can improve our business tremendously. Thank you."***

Michelle Cannon, Co-owner, Salon Utopia

***"Excellent presentation! The 7 expectations diagram will be very easy and explainable to my staff. Words and icons (visual) will be easy to quote and use for inspiration."***

D.J. Alexander, Owner, Roots to Ends Hairstudio

***"Great concepts!"***

Fred Bosco, Owner, Corovanni & Perri

***"We will implement lots of these ideas."***

Carolyn Fowler, Owner, Salon Utopia

***"Jeff has fueled me up and I'm energized! These tools will give me the tools and proof to pass on to my staff. This will make me feel secure that I have the package to reply on with dealing with my clients."***

Yves Briand, Owner, Recherche Concept Coiffure

***"These tools will help to take our team to the next level."***

Stephane Drovin, Recherche Concept Coiffure

***"This will help us to grow in people, service and sales."***

Elio Bosco, Owner, Giovanni & Perri

***"I will be taking the knowledge I've learned here and give my team the tools to help them do their job."***

Marisa Connataro, Owner, Salon Cachet