



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminar held June 24th, 2013**

“Great presentation. This will help create a more loyal customer base.”

Tom Luethi, manager, Warburg Seed Cleaning Co-op

“Jeff’s seminar was really helpful. It will make us a happier and more efficient work place.”

Chris Blenkin, Assistant Manger, Carmangay Seed Plant

“I will go back and talk with staff members on how to handle problems much better.”

Roger Dicker, Manger, Wainwright Seed Cleaning Plant

“I enjoyed the flow of Jeff’s session. It will help me to be a better leader.”

Blair Peregrym, General Manager, Stony Plain Seed

“Jeff provided a positive plan to help coach team players to convey more positive messages to our customers.”

Ron Wirsta, manager, St Paul Municipal Seed Cleaning

“This course shows how important good communication impacts our business and customers.”

Michael Schultz, Manager, Ponoka Coop Seed Cleaning Plant

“I need to carry forward these ideas to staff and board members.”

Bruce Mathieu, Manager Enchant Seed Cleaning Coop

“I will implement many of Jeff’s ideas.”

Wayne Walcom, Manager, Westlock Seed Company

“I will try to handle every situation (good or bad) with customers differently by choosing other words.”

Murray Van Petten, Camrose Seed Pant