



Participant comments from Jeff Mowatt's presentation held October 8, 2003

"I have been in finance for 30 years and this was a real enlightener for me."

Paul Blain, Branch Manager, Servus Credit Union

"This seminar will make staff think outside-the-box of products they are used to selling, and work with the big picture."

Barry Desrosiers, Financial Planner, Family First Financial

"This session has given me more knowledge of how to deal with people comparing rates."

Channtal Hippisley, Personal Account Manager, Servus Credit Union

"Each day I will think of what Jeff said because it was great!"

Rhyonda Lecopoy, Loan Documentation Clerk, Servus Credit Union

"This session will help me retain existing members and get new ones."

Rod Randall, Branch Manager, Servus Credit Union

"I will be more conscious of what member needs are and how I deliver the goods to them."

Cheryl Bodnaiek, Account Manager, Servus Credit Union

"The upsell spiel was very effective. We have a MasterCard campaign right now and there are challenges around dealing with members and pushing the sale effectively."

Amber Hughes, Marketing Coordinator, Lakeland Credit Union

"Implementing these ideas will improve our service and ability to gain our member's trust."

Linda Fillier, Loans Support Clerk, Lakeland Credit Union

"The information Jeff has provided will be discussed on the way home. I will encourage and help the staff to use the techniques."

Shirley Mayowskim Manager – Finance, Lakeland Credit Union

"Jeff's seminar is like a breath of fresh air."

Murielle adioskim MSR I, Lakeland Credit Union

"I like the way Jeff follows up the presentation by providing learning tools to take home."

Rosslyn Gallont, Commercial Credit Analyst, Lakeland Credit Union

"This will enable us to do more upselling."

Linda Sisk, Personal Loans Manager, Servus Credit Union

