



Saskatchewan Green Trades Conference
Participant comments from Jeff Mowatt's presentation
Becoming a Service Icon in 90 Minutes a Month November 12, 2009

"We always find Jeff's sessions to be helpful as they are broken down into 'bite size' pieces of information."

Karen Van Duyvendyk, Owner/Manager, Dutch Growers – Regina

"This will help us create an even more effective and motivated team."

Melody Penrose, Owner/Manager, Green Acres Greenhouse

"I totally enjoyed Jeff's session."

Izzy Tait, Office/Production Manager, Shaughnessy Gardens

"This will help managers and staff become more of a team."

Melanie Ross, Manager, Shaughnessy Gardens

"This will result in better communication from Managers to staff and vice versa. The improved customer service translates into more profit."

Dave Van Duyvendyk, Owner, Dutch Growers – Regina

"We value our employees and appreciate each one of them. The ideas shared will help to motivate our staff to be greater team players."

Cindy Cappelle, Owner/Operator, Davidson Greenhouse

"This will result in less crisis management."

Steve Guenther, Owner/Partner, Living Soil Farms

"This will help us have more valuable staff meetings."

Wendy Wright, Marketing, Wright's Greenhouse

"This will increase the caliber of service offered."

Joann Polino, Owner, Iwolta Gardens

"This will help everyone in the organization to be focused on the customer; from the floor sweeper to the boss."

Diana Kneeshaw, Partner, Misty Gardens