

SIZELANDEVANS INTERIORDESIGN

Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease,
Seminar held January 20, 2012

"I thought Jeff's session was great; interactive and easy to remember. I definitely will start using 'for you' immediately. I feel a lot of what I learned today will be easy to apply."

Britt Nijs, Interior designer

"I have attended 3 of Jeff's seminars – they are great! A lot of the subject material will help me to deal with scheduling issues on project deadlines with clients."

Michael Trottier, Interior Designer

"The presentation was refreshing and very engaging. I will place the most important strategies that I've learned and put them on my board at the office as a daily reminder of how to gain client trust."

Melissa Chabot, Interior Designer

"Since designers are my clients, time factor is important. I'll focus on gaining their trust in order to accommodate their needs."

Rita Chin, Executive Assistant

"This was very useful in the way it was presented. I will now explain to clients why ask them certain questions. Or I'll tell them why we are giving certain instructions."

Cristina Busuioc, Interior Designer

"Great session! I will implement and integrate these tips into conversations and communications with clients and co-workers."

Marina Vitez, Interior Designer

"Great presentation. I will stop using 'in all honesty', and 'the truth is...'"

Peter Henriksen, Accounting Clerk

"I will be more selective with my words, ensure it is positive and not negative."

Leah Stewart, Marketing

"I will stop and think about how I can foster trust and respect before I begin a conversation, and will see this as my responsibility to them."

Kathy Hubbard, Student Designer