



Participant comments from Jeff Mowatt's presentations held January 13 & 14, 2009

"Making a few subtle changes as outlined in Jeff's seminar will enhance our customers' experience, plus make our work environment more pleasurable."

Reuben Schmidt, Service Manager

"This seminar will help bring all stores up to a uniform, higher professional level; especially when dealing with our important assets – customers."

Chris Whalen, Parts Manager

"Jeff's tips will help us to sound much more professional when addressing customers concerns."

Dean Wilson, Service Manager

"Staff will now be more aware of how they present themselves."

Chris Clements, Aftermarket Manager

"This approach to customer service will make for a happier work environment."

Mark Thorburn

"This will help strengthen our relationships with customers."

Blake Dixon, Parts Department

"This will enhance our customer service consistency between stores."

Sarah Leguee, Service Writer/Parts Consultant

"This training will give customers a better feeling for our organization and develop more loyal customers."

Peter Thackeray, Service Manager

"Jeff's seminar will help us bring more positive experiences to our customers."

Rita Theoret, Reception/Admin