



**Participant comments from Jeff Mowatt's
The Art of Customer Service...Influence with Ease
seminar held March 29, 2012**

“The relevance to St. John Ambulance (organization specific tips), was extremely beneficial.”

Pam Teesdale, Office Administrator

“Wonderful and informative. These tips are invaluable and will increase customer loyalty, trust and obviously sales/funding.”

Sandra Ladd, Training Officer

“Excellent ideas, easy to implement. Just a shift in thinking can produce results.”

Chris Motsch, Administrative Assistant

“Customer service is a dying art. Jeff revived us and challenged us to do better for our customers.”

Brian Kon, Branch Manager

“Great examples given. Use of different phases is very helpful!”

Maggie Crecwierz, Business Development Coordinator

“Excellent presentation. I will be more self aware as to how I communicate and I will change my presentation using the tips relayed by Jeff. The benefit to SJA will be enhanced customer service at all levels. I will share information learned and we will be perceived as Trusted Advisors.”

Myra Klaassen, Branch Manager

“Jeff was very engaging. I plan to make a list of things or ways to speak to a customer differently.”

Tiffany Freeman, Administrative Assistant

“Great presentation. Telephone skills - fantastic, great to bring back the skill sheet.”

Tina Basque, Branch Manager