



Participant comments from Jeff Mowatt's presentation held June 24th, 2004

"Jeff's presentation has inspired me and given me a fresh new perspective on dealing with people."

Mari Andiel, Sales Associate

"This has given me a brilliant selection of useful phrases and behaviors to apply in everyday business and personal affairs. Positive results are inevitable!"

Ronaye Rael, Area Manager

"This helped everyone to realize that we are all in sales and that we are all responsible for customer satisfaction."

Len Lane, General Manager

"Jeff's seminar has prompted me to look inside at how I can change my interactions with my customers."

Mike Anstead, Area Manager

"After participating in this session I will be better at handling situations with clients who are dissatisfied with supervisors, the service department and the sales department."

Mick Graham, Construction Manager

"After having Jeff in, we're sure to have less stress with dealing with people."

Chris Rose, Site Superintendent

"After attending this session, I will have more empathy and understanding with customers when a situation has gone wrong."

Pam Haymour, Sales

"This was beneficial; an eye re-opener on human behavior."

Dorland King, Area Manager

"This will impact us very much. These are things I often think about but prior to this, wasn't sure how to address."

Kerri Wagenveld, Sales Assistant