



Participant comments from Jeff Mowatt's presentation held May 15, 2008

“This will greatly improve the way we deal with customers and increase our loyal customer volume.”

Steven Kozak, Technician/Assistant Manager

“I think it will greatly improve some areas in which a lack exists. Filling the holes in a leaky bucket often beats buying a new one.”

Fred Presber, Lube Technician

“This will improve the way we interact with our customers.”

Al Cousins, Operations Manager

“It was a very uplifting and positive session. We will use all the information Jeff provided us.”

Rob Lough, Assistant Manager

“This training will increase loyalty and trust with our customers.”

Chris Jerome, Assistant Manager

“This seminar provided useful tips on interacting with customers.”

Jefferson Taylor, Assistant Manager/Upper Technician

“This will have a great impact in all parts of our business.”

Lance Hendrickson, Manager