



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
seminar held April 11th, 2014**

***“Great presentation! This gives me a much better understanding of using the right words and identifying my customers needs.”***

Cody Perkins, Sales Rep

***“Great session. This will help with customer retention, loyalty and increase sales.”***

Alex Wimbush, Tech. Sales, EWP

***“Wonderful presentation; well paced and fun. Not only will this make me a better sales person, but a better person in life and a better husband.”***

Darcy Brower, Sales

***“Jeff’s presentation was great! I believe applying the ‘being remarkable’ strategy will set us apart from all competitors in the country.”***

Jeff Stevens, Engineered Wood Trex Garage Door Specialist

***“Jeff’s tips will help all of us improve how we work with each other and with our customers.”***

Roberto Valente, Sr Financial & Risk Analyst

***“I believe that my performance and in turn, my sales, will increase by being more effective in communicating with everybody.”***

Tyler McLean, Sales

***“Critical thinking will help all of us revise our approach and improve communications.”***

Joni Hirtle, Executive Assistant

***“This makes me more conscious of how I came across at work and in everyday life.”***

Ryan Hickey, Sales

***“By taking the time to stop and think about what we are doing and how we are doing it, we can be much more effective as and individual: I but more importantly as a group.”***

Tyler Seidel, Commodity Trader