



Participant comments from Jeff Mowatt's presentation held May 7th, 2005

"This has been one of the most positive steps I have seen since I started."

Betty Crotty, Assistant Accountant

"This will improve customer service and help build stronger relationships with existing and potential customers."

Rick Weste, Sr Manager, Sales & Marketing

"I believe if people use this including my self, this company will grow internally as a group showing a greater respect for each other."

David Uwazny, Safety Training Coordinator

"This will assist me in dealing with our customers in the field and continue in our efforts to have satisfied customers."

Les Entwistle, Field Service Manager

"This will make us more professional in our business approach."

Randy Ruff, Foreman

"This will increase profits."

Kevin Owczar, Sales Manager

"Jeff enhanced our understanding that we all are customers and we need to not become complacent due to familiarity."

Rick Wood, Assistant Manager – Purchasing

"This session will improve our attitude and customer service ability."

Luke Molcak, Cost Analyst

"Jeff's session taught that the type of language you use can impact the outcome of what you're asking. Helps create accountability."

Dawn Farries, Sales Inspector/Customer Service

"This session has provided me with new tools. I am confident that my sales will increase."

Don (DJ) Hymeh, Sales Consultant, M&K Homes – Red Deer

"This training should help us to better serve our customers and increase our sales."

Sandy Oakes, President, M&K Homes – Lethbridge