



May 11, 1993

Mr. Jeff Mowatt
J. C. Mowatt and Associates
#404, 511 - 56th Avenue S.W.
Calgary, AB T2V 0G6

Dear Jeff:

The workshop "Thriving under Fire and Creating Superior Customer Service," which you presented to University of Alberta staff on April 27, 1993, was a resounding success. The immediate feedback was extremely positive (see attached correspondence), and I am sure that our analysis of the evaluations submitted by participants will confirm this preliminary impression. We will send you a copy of our analysis as soon as it is completed.

In fact, you are the only speaker, so far, who received a standing ovation at these annual professional development days. You succeeded extremely well in addressing and capturing the attention of a rather heterogeneous group of employees, ranging from senior administrators to front line service staff--a difficult task rarely accomplished by the various speakers who have made presentations to this group in the past. You managed to maintain a perfect balance between keeping the day light-hearted yet packing it with valuable information on how to achieve superior customer satisfaction. Your presentation was inspirational--without being 'preachy' or homespun. You showed rare patience and dignity while answering questions, even during the breaks when people crowded around you to get additional information.

Above all, you had prepared yourself extremely well. I was astounded at the "custom-made," tailored content of your presentation. You were so well informed about this University that it seemed you had been amongst us for many years yourself!

Congratulations on an excellent workshop!

Yours sincerely,

foa

Eva M. Cherniavsky
Administrative Officer (Academic)

gb

Attach.

cc: Brian Lee

*Just a super effort,
Jeff. Enclosed is
another feedback!
E.*