



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
keynote delivered in Vermilion Oct 11th, 2012**

"The key business points Jeff discussed are invaluable to business owners in a small town or community."

Harp Khela, Owner, HARP Family Foods

"The information Jeff shared will help me connect better with people/clients."

Nicola Weimer, Investment Fund Specialist, ATB Securities

"I will share with my fellow employees the value of building customer relationships."

Mary Anne Malhin, Broker, Western Financial Group

"Jeff shared how today's customer is distracted, and does not value the same type of customer service. This has helped me to understand how we move forward."

Robert Dixon, Instructor, Lakeland College

"I enjoyed Jeff's session very much. The information will make me a more positive person."

Sandra Hunter, Payroll, Lakeland College

"Jeff's seminar was very informative. I plan to be there more for our customers."

Marilyn Evans, Member Service Officer, Vermilion Credit Union

"I will take back what I learned and use this information when coaching my team. Small changes can make a big difference to our customers."

Helen Millar, Branch Manager, ATB Financial

"I'm an investigator, working mostly alone. But keeping clients happy... respectful is paramount. Thanks for the tips."

Karl Vidal, Investigator, AB Agriculture

"I will speak with my staff about customer service and make changes to how we answer the phone, great tip."

Rhonda King, CAO, County of Vermilion

