



**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease
seminar held November 14, 2012**

"This provides a 'spark' to our team to change their approach to customer service."

Henry van der Sloot, Chairman

"You can become the customer's confidante; earn trust by how you present yourself."

Brady Flett, President

"This will have a huge positive impact if the material we learned is used by us and all the employees."

Reg Stapley, Branch Manager

"This gives us more tools to excel our business."

Ken Osborne, GMS

"By applying these tips we can make some big changes with very little effort."

Mike Boehm

"This will positively impact our organization and will allow me to a better, more consciences manager."

Misty Tabert, HSE Manager

"Jeff's presentation was very informative and I will implement these tips."

Blaine Brinson, Inventory Manager

"We discovered easy ways to improve our approach to handling the business and customers."

Steve Hoht, Business Development

"This helps us to communicate better with customers so we are a trusted advisor for them."

Russ Jones, Service Manager

"This will enhance our communication skills with customers and employees."

Kristi Fair, Branch Manager