



**Participant comments from Jeff Mowatt's presentation,  
"The Art of Member Service...Influence with Ease" held June 14th, 2006**

***"This was by far the best presentation I have ever attended!"***

Tara Hopaluk, Clearing Clerk

***"If the people of our organization utilize the suggestions Jeff presented, we should have members who are dazzled with the exceptional service they receive in every branch of this organization."***

Val Gramlich, Branch Manager

***"I felt this was the best seminar Wainwright Credit Union has held and was impressed with the techniques discussed."***

Valerie Pierce, Personal Account Manager

***"Jeff teaches in one presentation what would normally take a life time to instill in many."***

Ray Styranka, V.P Credit

***"I think my referrals and cross selling will improve after this session."***

Jennifer Menzies, Personal Account Manager

***"If all staff use 'Influence with Ease' it will make the bottom line difference to the Credit Union. There is always room for improvement."***

Jackie Zajic, Manager, Support Services

***"I could list quite a few things that I hope the staff will take from this session. I will be happy if every person at the seminar takes at least one valuable idea and puts it to practice."***

Ken Morris, CEO

***"I think our membership will be happy with the change in attitudes. This session will make for enhanced member service."***

Kyla Abernethy, Member Service Rep

***"Jeff provided the motivation to lose some complacency around the 'soft' side of dealing with people."***

Jim McKinnon, Manager