



**Wawanesa
Insurance**

**Participant comments from Jeff Mowatt's
The Art of Customer Service... Influence with Ease,
Seminar held March 6, 2012**

“No matter how busy we are at our desk, we need to take a deep breath and pick-up the phone; as that is customer service. We need to deliver to our clients.”

Jennifer Yu, Property Underwriting

“It was great; very valuable information. I always asked at the end of my meetings, ‘Do you have any questions?’ I will no longer do that; instead I’ll clarify their understanding.”

Shelley McQueen, BI Claims Representative

“I enjoyed it! The phone ringing is business which keeps me employed. I will smile when talking on the phone.”

Lyn Walker, Subrogation

“Jeff’s presentation was great. I will use these skills to build rapport with the customer. To give them the assurance that their needs are important and being met. To give the best customer service I can.”

Catherine Cheryk, Auto Adjuster

“I will remember that this may be the first claim for an insured.”

Jean Millions, Claims Adjuster

“I will take the time to acknowledge every person I deal with and take care of them, listen to their story and share my experiences when appropriate.”

Suzanne Thurlow, Claims Examiner

“I will use these skills in everyday phone calls with brokers to answer questions and assist with their needs.”

Mary Lambert, Under Writing Assistant

“It will help me be more professional and also relate to customers, co-workers and people around me to make work and life more efficient.”

Alex Phythian, Underwriter Assistant

“I will have more patience when speaking with brokers and realize they may be having a bad day.”

Samantha Titchell, Commercial Underwriter Trainee