



Participant comments from Jeff Mowatt's presentation held April 11, 2003

"Both myself and my team leader attended Jeff's session and I believe that the ideas shared today will make our projects and innovation more successful and bring customer satisfaction!"

Natalie Kerekes, Manager, Business & Innovation

"I feel that I now have more tools to coach and motivate my team."

Megan Gupton, Team Leader

"This will help us to keep the culture and level of customer service WestJet is known for."

R. McCaskill, CS Project Lead

"Jeff's session provided more tools to coach and motivate my team."

Brenda Mole, Team Leader SSC

"This will have a positive impact! Jeff's seminar closely matches WestJet's values and mission. Seems we are reading from the same page."

Francis Hughes, Team Leader

"Many concepts that Jeff presented today will be of value in my role and for my team members."

Rhonda Reynolds, Team Leader – Methods & Standards

"This will enable us to focus more on the bigger picture of the guest relationship."

Rob Buchanan, Team Leader

"This has helped us to deal with all of our customers in the way they deserve to be treated. It's about building relationships and keeping them."

Liz Evens, People Manger Sales Super Center

"This program provided new tools for us as leaders to improve and enhance our relationships."

Jeff Wimmer, Sr Manager, Sales Super Centre

"Jeff's session will help us to fine tune the way we deal with people."

Cliff Besler, Team Leader Customer Care