



# WEST WIND AVIATION

**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
seminars held October 16 & 27, 2010**

***“If the whole company takes what we learned here to heart and applies the principles we will become THE leader in the industry.”***

Owen Scott, Logistics Coordinator

***“This makes me look forward to work everyday. I love my job more after attending Jeff’s seminar.”***

Rachel Toutsaint, SCR

***“The session has provided an excellent foundation for the employees of West Wind to realize that everyone in the organization has an impact on customer service.”***

Martin Bean, VP Operations

***“Great job. As was mentioned in the session, ‘We aren’t in the airline business. We are in the customer service business’. These tips will assist me to maintain focus on internal and external customer service communications.”***

Alana Kuhn, Logistics Manager

***“I think the idea of loyalty vs repeat business is solid. Every time you interact with a customer, it should be treated as the first.”***

Jeff MacDonald, Co-pilot

***“This will create a more positive and responsive interaction between internal customers.”***

Jim Wayman, Aircraft Maintenance

***“It was a great reminder on how important customer service is. I’ve got some new ideas on how to improve my own customer service.”***

Mary Page, Flight Attendant

***“I loved it. This is stuff we all know but we do forget. We get caught up in the times and forget to practice them.”***

Nancy Arneson, Stores

***“I always need a reminder to be more positive and Jeff’s seminars are very helpful.”***

Carly Ackerman, Flight Attendant