



**WOMEN ENTREPRENEURS OF SASKATCHEWAN INC.**

Business Solutions for Success

**Participant comments from Jeff Mowatt's presentations,  
*The Art of Customer Service... Influence with Ease and  
Leadership Lightning Round*, May 13, 2011**

***"Fabulous!! I need to move to the next level and was totally scared. Now, I feel more confident and excited to make the change."***

Lisa Peters, Owner, Eye Inspire Events

***"This was awesome in addressing my current challenge in defining our company voice. Jeff gave superior advice for clarifying our value proposition."***

Adele Kulyk, CEO, Global Healthcare Connections Inc

***"I realize now I am doing well but just need to 'tweak' my techniques. Small changes will have a large impact on my business."***

Jacquie Stobbe, Owner, Sunset Drapery

***"I work in the homebuilding business. One of the most important aspects of my business is customer service and word of mouth. I have learned so much! Thank you."***

Tamara Bell, Owner/Business Manger, Evermore Homes Inc

***"This inspires me to focus more on building trust with my customers versus being liked. And to incorporate customer service into my plans!"***

Shana Ring, President, Destination Leadership

***"This helps refocus our energy. We are going to stop worrying about the competitor and focus on what sets us apart."***

Deb Barsalout, Owner, Complete Health Services

***"Excellent! With no experience in sales, every sentence was helpful. Especially Jeff's tips on what NOT to do. Easy to follow and inspiring."***

Barbara Shawcross, Owner, Realistic Redesign

***"It was a great reminder of what we need to do and keep doing."***

Agnes Bourassa, TCU Wealth Management

***"I've learned more on the art of how to speak with my existing customers and how to develop relationships with potential customers."***

Tristina Miller, Owner, Prairie Orchid Media