

## WESTERN CANADIAN DENTAL CONFERENCE 2005

Participant comments from Jeff Mowatt's presentation held May 15th, 2005

*"This was an 'ah-ha' moment that helped me understand what my patients are thinking."*

George Frohlich, Dentist/Owner

*"Jeff's ability to present the material was interesting and will immediately benefit me and my dental practice."*

Justin Kerr, Dentist/Owner, Dr. J.C. Kerr Prof. Corp

*"This will definitely result in better customer care. It will increase office productivity and long term patient retention."*

Chris Orr, Associate Dentist

*"I'm going to start by having my partners review Jeff's CDrom then start disseminating the information to all my staff."*

Scot Campbell, Partner, Westbrook Dental

*"This will improve our interpersonal relationships and recognize the value of our staff working together."*

Paul Beesley, Dentist, Beesley Prestie, Lazarko

*"Jeff's session will help us to improve our customer service."*

Eve Chen, Business Owner/Dentist, Symons Valley Dental

*"This will help to get me referrals to improve my practice."*

Edwin Meuller, Dentist, St. Albert Dental Centre

*"Refreshing! Jeff shared new ideas and simple basic ideas that can be implemented easily."*

Norma Gieni Dunbar, Administrative Assistant, Drs. Beesley, Prestie, Lazuko

*"Jeff's seminar will help me and my staff to meet and exceed client expectations."*

Bruce Morrison, Director Private Client Group, Dundee Securities

*"I strongly believe this will help me to grow my business and increase referrals."*

Ken Gareau, Branch Manager Investment Advisor, Dundee Securities Crop

*"I always like learning new things like this and try to implement them with my family."*

Lucille Giesbrecht, Administrator, Frank Giesbrecht Prof Corp.