



Participant comments from Jeff Mowatt's presentation "The Art of Client Service...Influence with Ease" held November 28, 2002

"Very positive, great ideas. Just a great attitude and an excellent session."
Steve Kanizat, Sales Rep.

"The homework Jeff has done on the dealership is excellent."
Pat Sharkly, Sales

"Jeff's session was one of the best I have been to and I have been to a few seminars."
Michelle Adolph, Sales Associate

"I have attended many seminars over the years. Jeff's presentation and style was one of the best."
Lorraine Hollinger, Sales Associate

"Excellent spokesman, fantastic presentation."
Norman Straughan, Service Manager

"Not boring, I thought it would be just another seminar, but it was great and funny."
Quinton Swyker, Car Washer

"Very interesting content. Jeff kept it light but informative."
Daryl Jamieson, Parts Manager

"Past situations, speakers talk more about themselves and not real situations. This was exactly the opposite."
David Elgy, Service Manager

"Jeff made the session interesting and many good tips were brought up."
Banielle Bailey, Drivethru Attendant

"Excellent, helpful and definitely something I will recommend to others."
Gary Hunt, Auto Service Tech.

"Upbeat, concise, well spoken, valuable tips and techniques."
Robert Busch, Partsman

"Easy to listen to and explains things so they are easy to understand."
Bob Sharp, Sales Manager