



**Participant comments from Jeff Mowatt's  
*The Art of Customer Service... Influence with Ease*  
seminar held March 5, 2014**

***“Jeff’s session was fantastic! These tips will give me more ways to interact with customers and give them a more memorable and positive experience in hopes to have repeat customers.”***

Jackie Corbier, Catering Banquets Chef

***“This presentation will definitely give my staff more of a connection with concepts they are told and assist them one step further in applying the knowledge.”***

Carmel Sheremeeta, Concessions Manager

***“Amazing! I will feel more motivated, proud and happy in my work by being able to confidently and successfully delight our customers. This will impact my job performance and the Zoo’s.”***

Jaclyn Fink, G4C Interp, LGT Coordinator

***“Being in the service industry, you tend to get complacent. This was a good refresher. There where plenty of tips I can bring back to the rest of my team.”***

Rachelle Robles, Catering/Banquet Manager.

***“It will improve our performance!! I’ve got some great ideas to practice now.”***

Lisa McDonald, Manager Visitor Education

***“Myself and my co-workers will be able to confidently take responsibility of situations/feel less overwhelmed and have more pride in the job I and they are doing.”***

Shealene Koen, Administrative Assistant, Memberships

***“I’ve been in the food business over 14 years and I learned new things today that I never thought of.”***

Cathy Proulx, Concessions

***“I loved the stories and examples. Couldn’t get enough of Jeff’s tips. Thank you for the tweak on how to perceive the distracted visitor/students etc.... I am looking forward to working on it all when my classes resume.”***

Susan Blackwood, Botanical Educations Coordinator Program