



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held January 13th & 14th, 2016**

“One of the best seminars I’ve ever attended! This will enhance communications with each other; not just with our customers. “

Steve Lancaster, Used Sales Manager

“Jeff was insightful, delightful and just a great person. This will generate more volume in the dealership.”

Ryan Pelley, Parts Counterman

“Excellent presentation. This will re-engage employees in their future and build true loyalty in with all customers inside and outside the dealership.”

Helen Munroe, HR/ Customer Relations

“Jeff was awesome! This has helped me to remember words are important and using them in different ways has a huge impact.”

Nicole Drescher, Pre-Owned Administrator

“We now have the tools to make the service department a more professional environment.’

Dean Webster, Service Manager

“This will help me to create a more positive customer service experience and hopefully rebuild some of the trust with customers that has been lost.”

Patti Balsdon, Sales Appointment Coordinator

“There are key areas Jeff hit on that when implemented, will improve interactions in our daily lives.”

Naz Damani, Business Develment Manager

“This will help us to be able to build better customer relationships, be more competitive and help better manage issues that come up.”

Gabe Gamauf, Finance Manager

“It was great! This will help us win new customers and retain existing customers.”

Jocelyn Barton, Fleet Manager