



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held February 28, 2016**

"It was a great experience. This will help further develop our staff and clientele."

Brandy Wildey, Stylist

"There was a lot of information in a short time. It made me see that listening in a different way and using different words will not only benefit me, but others too."

Hermiena Brits, Stylist

"Jeff's presentation was great. It will change the way I approach clients by changing the way I word things."

Kayla Nelson, Stylist

"This will enable me to increase my clientele. I've been wondering for a while what it is I'm doing that doesn't keep people as loyal as I'd like."

Maleah Donauer, Stylist

"There were many easy to implement tips for speaking with our valued guests and helping with their needs."

Alyson Pasveer, Manger/HR

"Jeff's session was fun and easy to stay tuned-in. It allowed me to understand how to meet my clients' needs better and stay on the same page with them. It's nice to get a refresher on what's important on how I need to communicate with clients."

Michelle Kub, Stylist

"Jeff's session was very interactive and inspiring. It will have positive impact on the amount of retail we sell and the loyalty of our clients."

Autumn Wendzina, Stylist

"This showed me how to make each appointment more personal."

Alanna Karst, Stylist

"I think this will help me be more thoughtful about how I talk to people/clients; how as a team we can be better hosts to our guests."

Madisen Pelican, Stylist