



**Participant comments from Jeff Mowatt's
The Art of Public Service... Influence with Ease
seminars held Oct 4, 2016**

“Jeff provided fabulous tips to assist all of us to provide excellent customer service throughout our organization!”

Irene Sasyniuk, GM Corporate Services

“I believe in continuous improvement and would like to see more employees of the organization take this course.”

Cristal Bole, Corporate Planning Advisor

“If everyone in our organization took this course, it would impact everyone in a big way.”

Gerald Lang, Manager/Infrastructure Maintenance

“The tips I learned from Jeff will help customers feel they’ve been ‘served’ and not ‘processed’!”

Shelly Mytroen, Business License Administrator

“This session heightens our awareness of the interactions we have with all others. By practicing the lessons we learned today, we can improve the experiences and enhance the public’s perception of our organization.”

Amber Ouellette, Accountant

“Excellent presentation! I would suggest that everyone in the office environment take this seminar.”

Shirley Kossowan, Permit Services Clerk

“I believe I will become an even more effective customer service representative by changing a few key phrases.”

Eleanor Logan, Customer Service Representative

“This will create more positive information, more humility which will translate into helping each other.”

Lori Hiller, Org. Effectiveness Advisor

“I liked how Jeff made sure the message stuck. I will more comfortable speaking to the public and be more confident using these tips.”

Shelby Willis, Environmental & Lot Grading Assessment