



**Participant comments from Jeff Mowatt's  
*Becoming a Trusted Advisor*  
Seminar held January 27, 2018**

***“Jeff’s seminar was great. This enables me and my co-workers to provide the highest level of consistent customer service.”***

Lyndsey Menard, Optician

***“This will help us to gain patient trust and make our practice stand out from the competition.”***

Dr. Earl Lautenschlager, Associate /Owner

***“I loved Jeff’s seminar. This will help to bring everyone together.”***

Susan Hildebrand, Optician

***“This seminar will encourage all our staff to think before they speak. To recognize that our words have power and influence.”***

Colleen Kehler, Pick Up Leader

***“Jeff’s seminar will make our staff think about how their conversations make an impact on co-workers and on patients.”***

Dr. Tio Bellisario, Optometrist/Owner

***“This will help us become more thoughtful in our word choices.”***

Dr. Jessica Lautenschlager, Optometrist/Owner

***“I loved Jeff’s seminar. We’ll be at least 12% better after having Jeff present to us. This will improve communications between co-workers and patients.”***

Stephanie Newfeld, Lab Tech

***“I really enjoyed and learned a lot from Jeff. This well set us up for success; knowing what words to use is very important when dealing with customers. Gives us opportunity to gain and keep more patients, and get the sale.”***

Kaelyn Thiessen