



Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held May 3, 2018

"I have more direction and tools to provide better service for my customers and my employer."

Lisa Dyck, Product Representative, Forma Steel

"I feel motivated to make some changes."

Lori Vogelaar, Accounting Technician, Avail

"This session will impact DW Dirtworks with the words we use towards customers. This will help us regain trust and provide quality service."

Jamie Needham, Administration Health & Safety, DW Dirtworks Ltd

"The presentation was excellent."

Justin Heftrick, Lead Hand, Forma Steel

"This will give me great tools to use when dealing with customer service issues."

Dave Boot, President, DW Dirtworks Ltd

"This will help us to be more positive, will improve the attitude among customer service reps making interactions with customer more pleasant."

Gwena Van Meer, Detail Technician, Scougall Motors

"This will improve communication between myself, my employer and our customers."

Jimmy Hawthorne, Lead Hand (Rollforming), Forma Steel

"I learned many positive ways to deal with customers and potential customers."

Iris Reed, General Manager, Waterton Visitor Services

"I am more aware of my words and how they impact people, customers and fellow employees."

Gloria Zawyrucha, Admin Assistant, Structural Truss Systems/Forma Steel