



REGIONAL MUNICIPALITY
OF WOOD BUFFALO

**Participant comments from Jeff Mowatt's
The Art of Public Service
seminars held Nov 9, 2017**

“This was the best presentation I have ever attended! This will make people more positive and easier to work with.”

Ronald Fagan, Analyst

“Excellent. Appreciated Jeff incorporating quotes from staff. As a manager there were a number of tips I will take back to my staff to help us serve our customers better. Jeff provided a very good tool kit to help us out!”

Matthew Harrison, Acting Manager

“Absolutely excellent! This will improve customer satisfaction – leading to a stronger, positive attitude towards the services we provide, and build trust.”

Cathy Steeves, Emergency Social Services Coordinator

“I loved it! It will help with dealing and engaging with our customers.”

Lorie McGurk, Business Analyst III

“It was the best training I have had from HR. I hope more people use these or think of them when dealing with residents or planning projects.”

Jerry Neville, Stakeholder Relations

“Awesome presentation. I will be rephrasing my sentences when addressing customers, coworkers, supervisors and family.”

Dianne LeBoubor, Permitting/Licensing Clerk

“This was one of the best sessions. It will help me to choose my words differently. Help me think before I speak.”

Danielle Hynes, Police Watch Clerk

“Not only will I apply some these tips at work but they can be handy in other social situations as well.”

Abdulahad Malki, GIS Technologist

“Great presentation! This will have a positive impact in educating the organization that customer service isn't a 'department'. It is what we do. Everybody is a customer service ambassador.”

Kelly Williams, Supervisor, Pulse