



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held June 14, 2018**

"This will help us be even more appreciated for what we provide and enhance our good reputation."
Sherry Normand, Admin.

"Change the dynamic, change the result, with Jeff's suggested Phrases I can see how implementing them will improve customer relations."
Daniel Vasseur, Shop Foreman

"Good job Jeff! This will promote growth through loyalty and understanding."
Darren Thorne, Parts Manager

"Great tips on how to treat customers and turn a negative issue into a positive solution."
Justin Minick, Lead Mechanic – Engine Department

"The presentation was very well presented. Should get some customers to think of us as a better option for their needs."
Raymond Normand, Owner

"It will help refocus my energies a bit towards the 'whole picture' of what we provide to our customers."
Ted Kissel, L/Hand Tech

"I always strive to be great at my job. New material and refreshers from Jeff will add to my overall knowledge."
Robert Cole, Service Truck Tech

"It was great. This will improve quality in our communications."
Douglas Tilley, Technician

"I really enjoyed it! Could have been even longer, time just flew by. I believe we will be able to take our organization to the next level with customer trust."
William Cole, President