



Cornerstone

**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminars held March 26 - 27, 2019**

"I'd like more presentations with this inspiring powerful message."

Gidget Maida, Deli Manager, Vermilion Cornerstone Coop

"Jeff is an awesome speaker. He has put a new perspective on the way I look at things in life."

Julie Heath, Assistant Grocery Manager, St Paul Cornerstone Coop

"It was great! We as team members can now help customers see us as a trusted advisor."

Wendy Goguen, Team Leader/Cashier/Post Office Manager, St Paul Cornerstone Coop

"This was fantastic!! We do most of these ideas naturally, but Jeff opened my eyes on word choices."

Marlon Kuemper, Assistant Food Store Manager, Wainwright Cornerstone Coop

"It was great! This session will further assist the management team and the brand committee. Educating other team members to engage customers and build loyalty."

Brad Belton, controller, St Paul Cornerstone Coop

"Great presentation. I am thankful for this opportunity. By tweaking phrasing, we can begin to feel connected to our customers rather than automated processed service. We have the power to make them feel at home here."

Kelsey Mannix, Bakery Supervisor, Wainwright Cornerstone Coop

"It was fantastic. This will help us to communicate effectively with things go wrong."

Janelle Faryna, Marketing Manager, St Paul Cornerstone Coop

"Great presentation. This helps all of our team to think more positively and talk more positively as a result."

John Lychak, Warehouse Receiver, Vermilion Cornerstone Coop

"The best seminar I have attended! The information I learned will help me as a supervisor to better assist my team with their own customer service."

Leah Pettyjohn, Cashier Supervisor, Vermilion Cornerstone Coop

"Jeff was hilarious and kept my attention throughout. This will help us to see 'people' not as collective, but as individuals with separate needs."

LeeAnn Angermeier, Cashier/File Maintenance, Vermilion Cornerstone Co-op