



**Participant comments from Jeff Mowatt's
Leading a Customer Focused Team
seminar held Sept 27, 2019**

"This was a great opportunity to reset the group collectively and form a basis of a fresh start to rebuild or strengthen our service culture."

Tom Boehm, General Manager

"This session will increase communication at all levels, including with our clients. Ultimately this will take us to a new level of service."

Brook Davis, Business Development

"This has provided all personnel with better tools to provide the best customer experience possible."

Allen Tresser, Operations Manager

"This provides a better framework to deal with both customers and employees. Keep up the great work."

Thomas Bazin, Engineering Supervisor

"This will bring my department and staff back to our company's roots and core mission statement."

Tyler Astleford, Field Services Supervisor

"This will enhance communication, revenues and profits for the company."

Cliff Mechor, Business Development Manager

"This will result in better customer relations."

Frank Riley, Regina Field Service Supervisor

"This will create more communication and transparency between teams."

Eric Kempe, Business Development

"This will help us keep customer service at the top of the list of priorities for our company."

Chris Scherser, Contracts Specialist

"This provides a much needed unified approach to exceptional service."

Ben Gibb, Engineering & Manufacturing Manager