



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor presentation
held June 10th, 2020**

"I liked Jeff's session and especially that he tackled our Contents Protection Plan approach. We should see an increase in coverage sales, without leaving the clients feeling slighted. I hope this will put us above and beyond our competition by being the 'gentleman/women' movers!"

Jordan Bromley, HSE Manager

"Jeff's seminar will impact us immensely!"

Omar Madi, Managing Partner

"This will help us create authentic and genuine interactions and deeper understandings with customers."

Mike Zeidan, Personnel Manager

"This session will help us read our clients' expressions and help them to react positively to us as movers."

Robbie MacRitchie, Swamper

"Great presentation. This will give us all better customer service skills and help to give the company an even better name."

Evan Indavsinh, Swamper

"Everything Jeff presented today was spot on. This will help me to become a trusted advisor and improve my customer service skills"

Roy Tilo, Driver/Lead

"A lot of strategies Jeff shared with us are things our organization and people needed to hear and to take to heart."

Nikola Lazic, Dispatcher

"This session will impact me and the organization by using the right mindset, language, and tools needed to match the core values associated with me and the company."

Joshua Harvat, Driver

"This has given me a new perspective on customer service."

Ameer Abar-Zehi, Part Time Mover