



**Participant comments from Jeff Mowatt's
Becoming a Trusted Advisor
seminar held February 11, 2019**

"This session will provide the tools we lacked to provide our customers the kind service they desire and deserve."

Sheldon Thiessen, Buyer

"This will help grow new employees and give insight to those with many years of experience on how to always learn new things."

Kevin Derksen, Order Desk Supervisor

"This will help us to be more professional when dealing with our clients."

George Reddekopp, President

"Tiger and Order desk will definitely be better at answering the phone and with greeting customers. All customers will sense our honesty."

Blair Hedley, Regional Sales Manager

"Normally I don't like seminars, but Jeff's was great! I'll take these ideas and use them from now on moving forward."

Jarett McCrie, Install Technician

"This will help me to use proper speech and wording so that our customers are confident that we are honest and genuinely care about them and their needs."

Russ Pape, Maintenance

"This company wide seminar will help perpetuate a culture of trust and customer service that will set us apart in our industry."

David Ziebart, Order Desk

"This will make us look deeper at our customers' needs and create a better environment for our employee relations as well."

Jonathan Buhler, Order Desk/Customer Service

"I learned a lot of good verbiage. It will help our company strengthen what is important to our customers."

Marek Pshebylo, Counter Sales