



It's beautiful
outside™



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminar held March 4, 2022**

“Jeff’s presentation, both the information and the delivery, were excellent. For me it was easily the best and most useful seminar we have had in the three conferences I’ve attended. Looking forward to further learning with Jeff.”

Greg Rettig, Service Manager/GreenKeeper

“Jeff shared brilliant customer service insights. His tips will be something I use on a daily basis, both at work and in my personal life.”

Ashton Olson, Senior Customer Experience Rep

“This was one of the best seminars I have ever attended. I hope to get the chance to attend more of Jeff’s seminars.”

Tervin Curpanen, Business Unit Leader

“The entire “choose your words” theme just stuck with me a lot. The phrase Jeff provided will definitely help with scripts on the phone and everyday professional discussions.”

Katelynn Wagner, Business Development Rep

“I had lots of great takeaway that I am looking forward to applying each day in my personal & professional life! I am going to take some time when I speak and work on choosing my words more wisely!”

Joshua Nodding, Digital Systems Manager

“Jeff’s presentation was tremendous! Especially how he managed to give a virtual session an in person feeling. You truly made the screen disappear and his delivery of each message easy to remember and apply. He made us feel engaged, respected and listened to, making us all happy customers.”

Ivette Paulsen, Admin Executive

“Jeff’s presentation – it was incredibly insightful. Understanding the impact specific words have on a conversation/relationship is highly important. The simplicity of the words is what draws me to them the most... nothing extravagant has to be said... simple words that everyone knows and uses in their everyday life in some variation.”

Samantha Correia, Internal Communications

“I really enjoyed this seminar! The main thing I took away from your presentation was not rushing over things and letting the customer be heard to let them know that we have the knowledge to fix their problem.”

Chase Grozli

“This is a good reminder that “Every interaction increases or reduces trust”. The words we choose makes me think of those times i may have been having a bad day or getting “beat up” out there. Its hard to refresh yourself for the next interaction sometimes, so this will definitely make a difference out in the field.”

Adam Fitzpatrick, Service Manager

“Fantastic presentation. I took a lot away from it but the main key point I have taken away is the importance of phrasing.”

Thomas Penney, Regional Sales Manager

“I enjoyed the time Jeff spent with our team and I had several key takeaways from his presentation. I’ve had several positive comments from our team regarding his presentation.”

Brad Hamilton, Director of Operations

“Thanks so much for putting on a great presentation today!”

Jamie Brandt, Regional Sales Manager

“Thank you for you presentation last week and being available to answer my question. A lot of great tips and reminders that I will be using with all my customers.”

Angela Hood, Customer Service Supervisor

“Thanks again for such an excellent presentation, with so many things that are relevant to our organization and our personal interactions.”

Darla Rey Hill, Customer Experience Center Manager

“I really enjoyed your presentation. It had so many great tips on how to improve our operation and relationships. I will definitely be putting these to use when possible.”

Rory Huffman