



Calgary  
Construction  
Association

**Participant comments from Jeff Mowatt's  
Trusted Advisor Customer Service  
seminar held April 13, 2022**

***“Jeff was awesome. Being a younger technician, this will impact me greatly. I get negative feedback from time to time and with this knowledge Jeff provided I'll be able to look and feel more professional.”***

Brady Boutet, Service Technician, Arpi's Industries

***“I learned that adding small changes to how I communicate, even with just two words, can make a lot of difference with dealing with customers. I will definitely implement my learnings in my organization.”***

Neliza Mendoza, Asst. Project Manager, Cana Energy

***“I enjoyed Jeff's seminar today. I will be sharing as many of the 'good phrases' with my team as I can. Will start quoting with the '3 options'.”***

Patrick Boden, Hanks Plumbing & Gasfitting

***“Jeff's content was great. I will implement several of the change of language/choose of words when speaking with customers.”***

Will Whitehead, Account Manager, ServiceMaster Calgary

***“Jeff's seminar has great balance of activity and group interaction to keep everyone's attention. This will assist me to provide better service, retain clients plus keep the organization moving forward and growing.”***

Sarah Skorupa, HVAC Technician, Arpi's Industries

***“Jeff's seminar has given me a great understanding of how different wording effects relationships.”***

Rick Wiljamaa, Project Manager, MPE Engineering

***“This was a very good presentation. I will change the wording of my messaging to customers.”***

Sebastien Couture, President, Allied Contractors Inc

***“Great seminar. It was very positive with great valuable information.”***

John Johnson, PLT Field Supervisor, Cana Engineering

***“Jeff's seminar has made me more aware of my word choices in both written form and with speaking with customers.”***

Andrew Thomson, Account Manager, ServiceMaster Commercial

***“Jeff's presentation was well structured and very efficient. This will positively impact conversations and expectations with internal and external customers.”***

Kolade Adayi, Project Manager, Cana Energy