



**Participant comments from Jeff Mowatt's  
Avoiding Round One  
seminars held October 22 & 23, 2022**

***"This was a great seminar. Engaging and informative. This will give us the professional edge in a small town where we need to instill confidence in our product, services and customer care."***

Alexandra Maluzynsky, Service Advisor, St Paul Dodge

***"This training really takes the focus off how the customer is acting, (which we can't change) and places the focus on how we react (which we have full control over)."***

Ryan Kowalski, Parts Manager, Ducharme Motors

***"Jeff provided tools... besides emotions, to deal with customers in difficult situations."***

Cory Welsh, Dealer, Bonnyville Dodge

***"Using these steps will help me to take more control of a situation. Not just feel like I am to blame."***

Jennifer Bilodeau, Parts Manager, Cold Lake Chrysler

***"Jeff kept the seminar interesting and informative. This will improve my customer communication skills and help me resolve issues in a proper manner."***

Richard Gervais, Service Advisor, Ducharme Motors Bonnyville

***"I think by the dealership having a united front will be an effective way to diffuse difficult situations."***

Rohdy Reed, Sales Consultant/Used Inventory Manager, Bonnyville Dodge

***"I enjoyed how informative this seminar was. It gave me numerous skills I will be able to carry with me throughout career."***

Brittany Gaudry, Service Advisor, Cold Lake Chrysler

***"This course will help me reframe both internal and external interactions to a more positive light."***

Mike Ross, Parts Advisor, Cold Lake Chrysler

***"This will increase productivity and help us working together better. And it will also increase customer retention."***

Sheena Bahrynowski, Service Advisor, St Paul Dodge