

QUALICO[®] PROPERTIES

**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service seminar**
seminar held March 16, 2023

"This seminar was a fantastic start that we need to build on, to ensure we operationalize these concepts."

Jeff Sutherland, VP Leasing

"I was engaged the whole time! I can't wait to share with the rest of my team. I didn't realize how often we use verbiage with negative connotations."

Vonnie Adams, Creative Lead

"Jeff's training will have transformational impacts to our business as we navigate across our various directions related to how we treat our valued customers."

Mike Saunders, Senior Vice President

"Loved this presentation. Simple tweaks to change our communications with our clients will change the outcomes."

Farid Bandali, Senior Real Estate Analyst

"This was a fantastic session and a great starting point for our team to lead ourselves on a positive path."

Camille Lorieau, Director, Leasing

"This seminar was excellent. I will be passing this information onto my team and hopefully they can improve their customer service skills as well."

Kelly Chirstopher, Director of Property Management

"Great presentation. This has heightened our awareness of the little things we can do that don't take much additional effort – potentially requiring a bit of shift in mind set."

Brent MacKay, VP National Development

"This will bring us to the next level of customer service."

Pauline Findlay, VP & GM PM Edmonton

"This will create a positive environment in the company and benefit our team."

Laurent Soret, Vice President

"This will help all of us to review how we interact with each other but also with our clients."

Denine Saldivar, Director, Property Management