

Sterling HOMES

A QUALICO® Company

Participant comments from Jeff Mowatt's *Trusted Advisor Customer Service* seminars held April 4, 2023

“Jeff nailed it!!!”

Braedan Haacke, Estimator

“I liked that this was company specific. This will impact and improve my communications through each step of our process.”

Jadon O'Malley, Designer

“Great presentation! Very engaging. Great ways to turn small issues into more positive outcomes.”

Shenna Reddolee, Sales Administrator

“Jeff's session was great! This practical advice gives us tools to improve customer service.”

Laune Robertson, Estimating Administrator

“Very well done. I really appreciate the examples and role playing in the presentation. This will bring more positive interactions, create more trust and create word of mouth advertising with our clients.”

Raman Dhillon, Area Manager

“Jeff's session was great! Communication is key with customers and co-workers. Having the correct wording can be extremely helpful.”

Jack Butler, Construction Carpenter

“I/we will change our habits by purposefully choosing our words, and the applying the correct wording when speaking with our clients and co-workers.”

Annette Mort, Warranty Supervisor

“This was a great session!”

Kal Bhojak, Digital Marketing Specialist

“I really am hopeful that this will positively impact the marketing team's internal communications.”

Bailee Schaetzle, Marketing Coordinator