



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminars held March 28-30, 2023**

"It was perfect! I have always felt that if we don't do it right – someone else will."
Craig Michels, Service Manager

"The entire presentation was great and very applicable. Every department will benefit from this course. I am eager to see customer interactions improve across the company!"
Shawn Suess, Heavy Equipment Sales

"This course is going to take us to the next level. I love that we are learning skills to help us be the best version of ourselves."
Nikki Haddeland, HR Manager

"Jeff's course should be mandatory! I love the tips and tricks, everyday speaking and communications can easily be improved for effectiveness and productivity."
Jenn Mosser, Parts & Rentals

"I hope this changes the way employees talk and interact with our customers, I feel it was needed. All employees need this seminar."
Rodney Ness, Sales

"This brought to light several behaviors I was doing and didn't realize. This was very helpful not only for me personally, but for the whole company."
Chad Shea, Rental Manager

"I really enjoyed Jeff's presentation. It definitely makes me think about how I'm talking to customers and people in my personal life."
Michael Hebert, Service Writer

"I hope and believe this will positively impact our organization. We are all on the same page now in terms of the level of customer service we expect."
Molly Swanston, Owner

"Jeff's presentation was awesome. It will help me feel comfortable and improve my customer skills."
Andrew Sandland, Mechanic