



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminar held March 27, 2023**

"Fantastic presentation. This will help me to come out of my introverted shell and be more comfortable talking to and greeting customers."

Braydon Bohr, Wash Bay/Tech

"It was perfect. Can't be anything but positive. We as Managers must teach and lead."

Norman Murray, Owner/Manager

"The presentation was great. It will help boost moral and help with customer retention."

Martina Beaulieu, Service Writer

"Very much appreciated. Puts us all on the same page as far as speaking with each other and to customers. This will help us take the time to understand our customers and our coworkers' needs. It will also allow me to be more conscientious."

Erik Elliott, Owner/Parts Manager

"Very well thought out and presented. This will impact all interactions with customers and coworkers. I hope it makes things much more positive on a day to day basis."

Shane Murray, Service Manager

"I believe this will build trust with our customers and coworkers. A better attitude among staff and with our customers."

Dave Creighton, Sales Manager

"This will create a more positive environment for employees and customers."

Ashton Densmore, Finance Manager

"Very good seminar. This hopefully will create a better attitude towards customers, especially when dealing with the more difficult ones."

Brent Murray, Head Tech/Owner

"This will improve overall communication and language techniques when dealing with customers or coworkers."

Gemma Lawrence, Parts Associate