



**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service
seminar held Sept 30, 2023**

“Jeff’s session was great. These tips will give staff confidence to make the calls needed to advance our business to the next level and show our value as a company.”

Stephanie Reeder, Group Manager

“Jeff’s seminar taught me that a few minor changes to vocabulary can greatly improve productivity and client interactions. Taking us on the path to becoming Trusted Advisors.”

Jon DeJong, Project Manager

“If each person makes one small change from what they learned today with Jeff, Cambium will have a big impact.”

Dave Bucholtz, Director

“Jeff is a great speaker. Communications with clients and coworkers will be more effective and allow for stronger relationships.”

Will Morris, Project Manager

“Jeff provided everyone in the company with the opportunity to gain new insights into how to be more effective in their communications with both clients and colleagues.”

Christine Wilson, Regional Manager, Market Development

“Jeff is very professional, well spoken, and the session had funny moments to break it up. This information will help people to take a look at their communications with clients and coworkers.”

Candice Vannerman, Project Manager

“Thinking positively about daily interactions and the role they play in the big picture will add benefit to internal and external customers.”

Sean Newmann, Project Coordinator

“Jeff’s session was great. Straight to the point and relevant. This will help me to provide better service to our customers but also just to communicate better with others on a daily basis in all aspects of life.”

Nicole Mastrangelo, Enviro. Technician