



Chartered Professional
Accountants Inc.

**Participant comments from Jeff Mowatt's
Trusted Advisor Customer Service seminar**
seminar held January 11, 2024

"This presentation is excellent. It was applicable to all staff and provided tools they can implement into their day to day work and personal life."

Janice Bleecker, Partner

"A fantastic and valuable afternoon. Helps to let the client know that I am putting them first, and that I want to help them succeed."

Julie Bruintjes, Accounting Technician

"I really liked the 'homework' Jeff did before the presentation. Getting to know our business/company and interviewing team members was GREAT customer service!"

Tamiko Bredin, Receptionist

"It was awesome, very interactive and entertaining. It will help our team better serve our clients and provide outstanding customer experience."

Kelsey Reichart

"It was great! This presentation will change how our team approaches customer service in a more thoughtful way."

Miranda Paterson, Partner

"A brilliant presentation! This session will impact DMC coworkers with how we present ourselves to each other. I will have more effective emails and phone calls with my clients."

Shara Schenk, Bookkeeper

"This was perfect. I loved it! It will help me select better words while having a conversation which in return improves how everyone reacts to it."

Iliyan Lakhant, Accounting Student

"This was great! It can improve our service which will bring more clients."

Anna Bliznietsova, Technician Accountant

"Both the employees and the clients will feel better appreciated and have a better way to communicate with each other."

Dineen Cornell, Accountant/Manager