



**Participant comments from Jeff Mowatt's presentations held April 20th, 2005**

***"My department is a call centre and many of Jeff's tips are extremely applicable. I think the fact that we all attended will head us the same direction – going forward."***

Christine Dunne, Team Lead – Client Service Centre

***"Jeff's session will help us to build trust with our clients."***

Shane Doey, Residential Underwriter

***"Jeff provides excellent resources. He reinforced ideas we use daily to build business and trust with clients."***

M. Krahulic, Manager Business Development

***"This provides 'perspective', especially putting into perspective our number of years of service and the possibility of customers perceiving us to be arrogant."***

Seline Badel, Marketing Consultant

***"Jeff's seminar is very good, interesting and engaging. I will be more aware of what I say and how I react to questions."***

Elena Salikhov, Market Analyst

***"This will definitely enhance client relations."***

Melissa Pettapieve, Residential Underwriter

***"Jeff's sequence of presentation of top customer expectations is very well presented. It was easy to grasp and easy to recollect and put to use."***

Lalith Sayani, Finance Asst.

***"This session will assist our Underwriters and Assisted Housing staff to deal with clients better and improve client service."***

Bernadette MacDougall, Corporate Representative

***"As a long term employee, I need to be conscious of how I may come across and that I expect the client to know things that they probably don't."***

Kim Tyndall, Admin Support Assisted Housing

***"This will improve my relationships with my clients."***

Cindy MacDonald, Program Advisor