



*Participant comments from Jeff Mowatt's presentations held April 15, 1999*

***"Thank you for providing me with new insights on managing perception and improving customer satisfaction."***

Diane Dagleish, Development Manager

***"Jeff is an excellent and informative speaker with great ideas for improving customer satisfaction."***

Bonnie Hankinson, Director, Purchasing Branch

***"Jeff is an enthusiastic and knowledgeable speaker who obviously enjoys what he does."***

Keith Grasdahl, Manager of Purchasing

***"Simple approaches contribute in a big way to the customers' perception of service! Jeff is a great motivational speaker!"***

Terri Gentile, Project Manager

***"Excellent; especially enjoyed the stories – they are very appropriate."***

Dennis Bodhow, Director, Corporate Planner.

***"Jeff is a very good speaker. The content is very relevant to our day to day business."***

Randy Lindstrand, Facility Manager

***"Jeff has very good knowledge of the service and is good at maintaining the attention of a crowd."***

Don Gerlinsky, Facilities Manager

***"Jeff is an excellent speaker. I'd like to see him back."***

Lucian Riess, Manager – Health

***"Animated and alive. Good linkage of content to our business."***

Brian Kingston, Manager

***"Jeff's stories are an excellent way to communicate his message."***

Avtar Chatha, Network & Workstation Manager

***"Jeff's use of examples and stories really help to make the point."***

Rose Shumansky, Manager, Telecommunication Contracts