

**Hall of Fame business speaker  
Customer Experience Strategist  
Best-selling Author**



## Trusted Advisor Customer Service

Some people claim that strengthening trust with customers and stakeholders is a complex time consuming process. Jeff Mowatt disagrees. Jeff reveals easy-to-apply tips, tools and phrases that generate significant results including: strengthened customer satisfaction, reduced conflicts, and recharged team spirit.

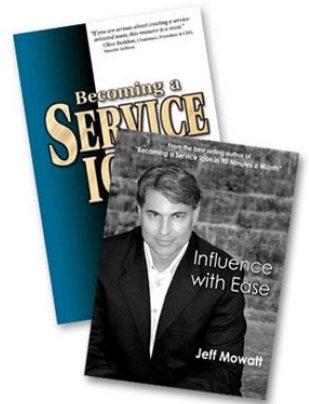
You'll discover how to:

- Enhance people's perception of you by 12% by using a two word phrase more often (hint: it's not *please* or *thank you*)
- Exceed customers' top 7 expectations by choosing words more thoughtfully.
- Disarm cynics with your 'grand intention'
- Prevent miscommunications that lead to stress and work overload
- Boost communication skills both at work and in your personal life
- Recharge your spirit and brighten your interactions with others

Whether you deal with *external* customers or *internal* co-workers, you'll discover valuable strategies that generate immediate results.

## About award-winning speaker, Jeff Mowatt BComm, CSP, HoF

Treat yourself to this thought provoking session with bestselling author, customer experience specialist, and Hall of Fame business speaker, Jeff Mowatt. [www.jeffmowatt.com](http://www.jeffmowatt.com) A leading authority in his field, Jeff didn't just *read* the book – he *wrote* it! He's the author of the best-selling books, *Becoming a Service Icon in 90 Minutes a Month* and *Influence with Ease*. He heads his own training company and has written and produced 13 multimedia training systems. His *Trusted Advisor*® column has been syndicated and featured in over 200 business publications. Jeff has exercised influence himself as a 30 year customer service strategist, black belt martial artist, and business owner. Get ready to laugh and learn with Jeff as he shares subtle ways to enhance your impact as a *Trusted Advisor*.



Certified  
Speaking  
Professional



Inducted into the  
Canadian Speaking  
Hall of Fame