

Comments from Workshop Participants

“You taught a positive way to handle competing with big box retail stores.”

Peggy Moynahan, Playful Learning
9907 – 100 Ave., Ft. St. John, B.C. V1J 1Y5

“Enjoyed learning how to keep a small business going when Wal-Mart comes to town. Also, how to keep the current and regular customers.”

Jodi Powel, Cindy's Costumes & Characters
9803B – 102 Street, Ft. St. John, B.C. V1J 4B3

“I found combating “price” arguments was very helpful as was information regarding customer service.”

Cindy Dettling, Cindy's Costumes & Characters
9803B – 102 Street, Ft. St. John, B.C. V1J 4B3

“Very entertaining facilitator. Liked the stories, analogies and information.”

Ingrid Joannotte, Joannotte & Co.
Box 6223, Ft. St. John, B.C.

“ Your ideas on marketing strategies and information provided will be very useful.”

Leanne McArthur, Macenna Staffing Services
10139 101 Avenue, Ft. St. John, B.C. V1J 2B4

“You made me realize that customer service is the most important aspect of business.”

Walter Jones, Trican Well Service
R.R. 1, Site 9, Comp 10, Ft. St. John, B.C. V1J 4M6

“I really appreciated the focus on customer service and ways to improve it.”

Joe-Ann Reeve, Smarti Pantz Kids Clothing
10120 100 Street, Ft. St. John, B.C. V1J 3Y7

“Excellent presentation.”

Ian Campbell/Kelli Fletcher, Pro-Bore
7923 94 Avenue, Ft. St. John, B.C. V1J 1E3

“Good to hear what we are doing is right.”

Heather Truscott, The Sew It Yourself Shop
10040 102 Street, Ft. St. John, B.C. V1J 4B5

“Good speaker, humorous, relaxed; kept to an agenda.”

Janine Wolft, Great Meals Café
9535 114 A Avenue, Ft. St. John, B.C. V1J 2X6

“The most positive aspects of this workshop were the details on how to connect with the customer.”

Tricia Hotchkiss
10212 109 Avenue, Ft. St. John, B.C. V1J 2R9

“A great help in understanding what to expect from the box store and giving us positive ideas on how to compete against them.”

Kelly Kraus, Friendly Pets
10623 100 Avenue, Ft. St. John, B.C.

“Very inspirational and informative.”

Lynette Kitt, Unforgettable Memories
9923 94th Street, Ft. St. John, B.C. V1J 3L2

"A very entertaining time and learnt many ideas about increasing sales."

Alcan Optical
9852 101 Avenue, Ft. St. John, B.C. V1J 2B7

"The workshop gave me new ideas and reassured the ones I already had. Customers are your cornerstone of your business."

Suzanne Everton, Twinkle Town Toys
#2 – 10430 100 Street, Ft. St. John, B.C. V1J 3Z1

"Great ideas and tips; and great speaker."

Mila Baker, Canine Companions
Box 422, Taylor, B.C. V0C 2B0

"Very entertaining and informative; liked the stories and got lots of ideas."

Yvonne Williams, Shooting Star Learning Center
9114 86 Street, Ft. St. John, B.C. V1J 4M8

"Enjoyed the in-depth knowledge of the workings of Wal-Mart. You give people the motivation to go back and try to improve on our own business."

Darlene Matheson, Home Hardware
10120 Alaska Rd, Ft. St. John, B.C. V1J 1A8

" I got a realization of the importance of customer service and doing something unique."

Wayne Klassen, Northern Metallic Sales Ltd.
10407 Alaska Rd., Ft. St. John, B.C. V1J 1B1

"Great Information regarding the changing retail market and tips and ideas on competing with large chains. Very well done!"

Jeff Erb, Northern Metallic Sales Ltd.
10407 Alaska Rd., Ft. St. John, B.C. V1J 1B1

"The speaker was very knowledgeable and encouraging."

Lynada Thompson, Northern Metallic Sales Ltd.
10407 Alaska Rd., Ft. St. John, B.C. V1J 1B1

"Good ideas that are practical and easy to do. Helped to re-focus my goals.

Sandra Rector, Homesteader Health Foods
#20, 9831 98A Avenue, Ft. St. John, B.C. V1J 1S3

"I never realized how the little things could effect such a large part of my business. The examples used made the situations more realistic."

Richelle Gauvin, Cosmic Grounds
9007 96A Avenue, Ft. St. John, B.C. V1J 5G1

"Gets you motivated about your business and to really look after your customers."

Andrew Leriger, Lugi's Source for Sports
9628 100 Street, Ft. St. John, B.C. V1J 3X8

"Outlining and emphasizing the small but important aspects of business."

Dan Gauvin, Cosmic Grounds
10430 100 Street, Ft. St. John, B.C.

