



August 23, 2002

Mr. Roy Prevost
President
Oakray Marketing Services Ltd.
#306 – 6838 Station Hill Drive
Burnaby, BC
V3N 5A4

Dear Roy:

Thank you for your exceptional presentation on 'Outrageous Customer Service'. I have had several phone calls with positive feedback. Many said they found it to be effective, thought provoking, entertaining and practical.

I believe if each attendee puts into practice what was presented the other evening, they will experience a real increase in business and satisfied customers. Your examples of outrageous customer service along with poor customer service was so valuable.

I enjoyed your interaction with each guest along with your problem solving skills. Some of the situations presented by a few attendees were challenging, and your solutions were most impressive.

I'm sure many went away with a lot to think about, and hopefully will put many of their newly acquired customer service skills into place.

We look forward to having you join us again in the near future for another workshop on Outrageous Customer Service.

Yours truly,

Marion Brandner
Director of Business Development