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February 12<sup>th</sup>, 2007

To whom it may concern:

On January 9<sup>th</sup> and 11<sup>th</sup>, 2006, we hired Roy Prevost to help us elevate our employee confidence and professionalism as well as elevating the levels of customer service in our 4 stores.

Roy presented 2 – 6 hour customized workshops to our group in both Chilliwack and Victoria BC.

We categorize the events as a huge success!

As a result of Roy's teachings, our stores have experienced sizeable increases in sales, customer service levels have improved, the teams are working well together, and all this despite one of the most challenging seasons due to weather challenges in 2006.

We have engaged Roy again this season to continue his good work and we highly recommend his services to any company who would like to improve their customer service levels and professionalism.

Sincerely

Sandy Mathies