



# Carol - Wabush Distributing Company Limited

P.O. BOX 370, 50 AVALON DRIVE, LABRADOR CITY, NF, A2V 2K6

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On June 19<sup>th</sup> and 20<sup>th</sup> 2007, we engaged Roy Prevost to deliver 2 – 3+ hour workshops called “Delivering Outrageous Customer Service” to our store managers and employees.

To whom it may concern,

As a new IGA franchise in Labrador City, Labrador, our managers and employees are new hires, therefore, we required a seasoned facilitator to help us create a vision of extraordinary customer service and teamwork including branding our store as the “Best Customer Experience in the Province of Newfoundland”.

Roy delivered in spades!

With a great deal of humor and hard hitting attitude sessions, Roy created a series of breakout sessions whereby employees brainstormed ideas and strategies on how to deliver extraordinary customer service and create closer connections to customers.

His sessions have allowed us to create a solid foundation of customer service as well as a vision for our future growth that will benefit our employees, customers and community.

We were impressed with Roy’s professionalism as well as his preparation for the event and we would recommend his services to any business wishing to create a culture change as well as forging a team of customer service professionals.

**Sincerely**

**Peter Cornick - President & CEO  
Carol - Wabush Distributing Company Limited**