



STRATHROY & DISTRICT CHAMBER OF COMMERCE

October 2005

To Whom It May Concern:

The Strathroy and District Chamber of Commerce had the pleasure of having Roy Prevost present his "How to Prosper in a Big Box World" seminar on October 12, 2005. With several big box stores scheduled to open in our community in the coming months we thought this seminar would be beneficial as well as informative to our Members and non-Members alike in our business community.

Mr. Prevost's down to earth and common sense approach to customer service made for a great seminar. We thoroughly enjoyed Roy's real life stories that all had wonderful and meaningful messages. Although there were many facets of business in attendance, including retail, service and industry, they all took away something different yet important from this seminar.

One of our Members who attended the seminar had this to say, *"It was educational to many business owners to know that we are able to continue to do business in our new situation of the big box stores coming to Strathroy. And for those that supply exceptional customer service like, Paul Bossons and Dale Wurfel, for example we will thrive. I was very happy to learn that some Strathroy businesses are already doing what needs to be done in order to compete with the big box style stores. It was a great seminar and I will use what I learned to continue to supply the best customer service you have come to expect from my business"*, Mr. Sean Moore, Owner-Soul Mind & Body Spa

The seminar which was also interactive gave all attendees an opportunity to network as well as promote their business while learning about others. Mr. Prevost also took the time to meet with two of the Strathroy businesses that attended his seminar which made for a great follow up and perhaps more stories he may use in his upcoming seminars!

Thank you.

Sincerely,

Shannon Churchill

Shannon Churchill
Business Development-Communications Coordinator
Strathroy and District Chamber of Commerce