

October 20, 2004

Drayton Valley & District
Chamber of Commerce
Box 5318
Drayton Valley, AB

Roy Prevost
Oakray Marketing
#306-6838 Station Hill Drive
Burnaby, BC
V3N 5A4,

To Whom it may concern,

We would like to take this opportunity to express our thanks and gratitude to Mr. Prevost for a job well done. The seminar presented to our business community, *Prospering in the Big Box Retail World*, left our retailers buzzing for days. This thought provoking, highly informative evening has proved to be a useful tool for our merchants, filling them with ideas for success and security.

With over 40 businesses represented, this presentation has filtered its way through the community, reaching business people from small home based businesses to large retailers, teaching them new ways of thinking in customer service and achieving success. Mr. Prevost has certainly found a way to "teach old dogs new tricks", and for that, we are grateful!

Well educated and focused, Mr. Prevost delivers a presentation that is not easily forgotten. His methods are creative and motivational, inspiring us all to push past the everyday to seek the success we deserve.

Well done, Mr. Prevost, and a million thanks!

Sincerely,

Jennifer Siwiski
Executive Director

Shirley Block
Events and Promotions Coordinator