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R E G I O N A L D I S T R I C T

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Please visit our web site at www.cariboord.bc.ca

YOUR REFERENCE:

OUR REFERENCE: 2250-26

April 21, 2004

Oakray Marketing Services Ltd.
Suite 306
6838 Station Hill Drive
Burnaby, B.C. V3N 5A4

Attention: Mr. Roy Prevost

Dear Mr. Prevost:

On behalf of the Cariboo Regional District Directors and staff, I would like to take this opportunity to extend to you our appreciation for the recent Customer Service Workshop which you presented to our corporation. The workshop was attended by most of our elected Directors and staff, both of which agree that it was a very successful tool for renewing our confidence in our abilities to provide quality service to our customers. Your presentation reminded us that it really is the little things that count. Our organization is now, more than ever, stimulated to introduce new initiatives intended to build confidence in our employees and provide better service to our customers.

I was particularly impressed with your ability to blend the seriousness of the topics with active participation of the group, light hearted human interest stories and humor.

I would be more than pleased to recommend your services to other public service organizations.

Yours truly,

Gordon C. Gillette
Manager

GCG:jf

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F - 150 Mile House-Horseshy-Likely • G - Lac La Hache-108 Mile • H - Canim Lake-Forest Grove • I - Narcosli-Nazko • J - West Chilcotin • K - East Chilcotin • L - Lone Butte-Interlakes