



CITY OF WILLIAMS LAKE  
CHIEF ADMINISTRATIVE OFFICER

April 22, 2004

Mr. Roy Prevost, President  
Oakray Marketing Services Ltd  
#306-6838 Station Hill Drive  
Burnaby, BC - V3N 5A4

Dear Mr. Prevost,

**RE: CUSTOMER SERVICE WORKSHOP**

I wish to thank you for the excellent work you have done with your Customer Service Workshop that was offered to the City of Williams Lake and the Cariboo Regional District.

It provided useful insight on customer service, which our employees are already putting into practice. For example, your elevator speech exercise gave all participants the proper language to become ambassadors for the City and the CRD. Your hard hitting attitude session was exactly what was needed to create awareness among our employees, and, as a matter of fact, it "woke them up". Finally, your 'brilliance in the workplace' exercise was both inspirational and motivational, allowing our workers to appreciate their talent and that of their co-workers.

I wish to add that the overall presentation and interaction techniques employed by you during the four sessions you held were effective and also entertaining and your persona came across as 'no-nonsense' and 'down-to-earth'.

I also personally enjoyed the brief time we were able to share ideas and insights. You have a deep understanding of life and business and this combination provided a powerful realistic approach to me as a client.

Please, do not hesitate to use this letter and my name as a reference with other municipalities as I highly recommend that your workshop be held in local government organizations.

Thank you again for your help and assistance.

Yours truly,

ORIGINAL SIGNED BY:

Alberto S. De Feo, Ph.D. Law  
CHIEF ADMINISTRATIVE OFFICER

