



DRUMHELLER

ECONOMIC DEVELOPMENT & TOURISM



November 21, 2005

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

Dear Roy:

I would like to thank you for the exceptional workshop, “Delivering Outrageous Customer Service,” you presented to our local businesses during Small Business Week 2005. The merchants in our town were very impressed with your presentation. Your knowledge about customer service was only surpassed by the enthusiasm in which you presented your workshop. The Town of Drumheller has received a lot of positive feedback about the workshop.

As a presenter you did a fabulous job at delivering the information in a very real and entertaining manner. Your real life examples about customer service showed our business owners and employees that we can provide outstanding customer service in any industry.

I will definitely recommend your workshop to others.

Regards

Ray Telford
Economic Development Officer