

January 2006



Member Owned - Truly Canadian



**Heritage Co-op  
1997 Ltd.**

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To Whom It May Concern:

Although we, at the Heritage Co-op have enjoyed a substantial increase in business over the last few years we felt the need to do something a little extra in order to compete and set our organization apart from the "Big Box" Retailer.

We hired Roy Prevost to facilitate a series of workshops and brainstorming sessions with our managers and employees. The goal was to re-introduce the fundamentals of customer service and provide action steps that could be implemented on a daily basis.

Roy's hard hitting attitude sessions will help us in our efforts to compete in a very competitive retail environment. If you need to educate or re-educate your employees on the fundamentals and importance of excellent customer service than I would recommend Roy Prevost.

Sincerely

Troy Verboom