

**ROCKY MOUNTAIN HOUSE
CO-OP ASSOCIATION LTD**



SHOPPING CENTRE - PHARMACY - HOME CENTRE - PETROLEUM

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June 24, 2005

Oakray Marketing Services Ltd.
306-6838 Station Hill Drive
Burnaby, B.C.
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To Whom It May Concern:,

We first heard of Roy Prevost through a sister Co-operative who had him out to speak to their staff due to new competition entering their market. We made contact with Roy and had an opportunity to attend his workshop presented in Rocky Mountain House. After seeing him we knew we had made the right choice in hiring him to speak to our employee group. As we too have new competition entering our market, we have concerns about customer service, adding value to what we offer and retaining staff.

Roy presented his workshop over a two evening period which meant all our employees could attend. He tackled all of our concerns and more, including a breakout session where every group had to come up with two things that we excel in and two things that we could improve on. All the employees really enjoyed Roy's presentation as we could tell that evening and by the comments we had heard over the next few days.

Roy made us all realize we need to enjoy what we are doing and we need to thank our customers as they are the reason we are able to work in such a great store. I highly recommend his services, and look forward to further contact with him.

Sincerely,

Trevor Livingstone
General Manager