

Main Administration and Port Elgin Tourist Office: 559 Goderich Street, Port Elgin, ON N0H 2C4 Telephone (519) 832-2332 Fax (519) 389-3725
Tourist Information 1-800-387-3456 e-mail: portelgininfo@saugeenshores.ca Web Site: www.saugeenshores.ca

Southampton Visitor's Centre: 201 High Street, Southampton, ON N0H 2L0 Telephone (519) 797-2215 Fax (519) 797-5381
Tourist Information 1-888-757-2215 e-mail: southamptoninfo@saugeenshores.ca Web Site: www.saugeenshores.ca

To Whom It May Concern:

The Saugeen Shores Chamber of Commerce Annual General Meeting on May 11, 2006 was a real eye-opener for some of our local merchants. With the upcoming addition of a Wal-Mart to our small community Roy Provost was the perfect keynote speaker for our event.

Roy Provost presented the membership with some interesting and insightful ideas on how to compete in today's retail market, while at the same time easing some minds as to how they would survive in the "big box world". Since his speech the businesses have acted upon his advice regarding outrageous customer service and an air of optimism has been created amongst our merchants.

We highly recommend Roy as a keynote, seminar leader or consultant for the small businessman in a changing economy.

Should you require further information please don't hesitate to call or email.

Joanne Robbins, General Manager
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