

October 29,2005

To whom it may concern,

On October 27<sup>th</sup>, 2005, we, at the North Red CFDC and our gracious sponsors engaged Roy Prevost to deliver 2 presentations to our business community.

The first event was a 2+ hour workshop in the afternoon to 50 of our local business owners and employees entitled "Delivering Outrageous Customer Service". It was a fact filled, action oriented seminar that all the participants found to be practical and very useful. As one of the business owners indicated, "The time flew by, and I wish it could have been longer".

The second event was our annual Business Achievement Awards Dinner. Roy delivered a humorous, hard hitting, emotion filled 45 minute keynote. The response to Roy's keynote entitled "Customer Service Activism" was a well deserved standing ovation.

We were thrilled with Roy's excellent presentations, and we would highly recommend Roy as both a workshop facilitator and keynote speaker to any group who require a strong passionate message of hope and confidence!

Sincerely

Peter Mandryk