

Jan,

We had Roy for three sessions last week. He did two in-depth workshops and then another shorter presentation at the NBCTA conference. Feedback has been very good. I attended both sessions and felt that he really motivated people and provided lots of good ideas for customer service.

His bases for the customer service workshops come from his study of WalMart and other big box stores. His premise is that it's not a matter if they're coming to your community but, rather, when. They present a challenge to small retail but by having outstanding customer service, you can actually exist and even thrive in this environment.

His training is not limited to customer service and he may well do the other things you're interested in. However, if you have an apathetic retail community, I would highly recommend the "outrageous customer service" session. Besides educational, it's entertaining as well as motivational.

You can contact Roy at:

604.519.0035 or 604.290.8270 (cell) or email him at: rprevost@wwdb.org

BJ.

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Original Message ----- **From:** [Prince Rupert & District Chamber of Commerce](http://www.PrinceRupert.com)

To: chamber@tourismsmithers.com

Sent: October 24, 2002 10:40 AM

Subject: Roy Prevost

Good morning, Brian

I was wondering how Roy Prevost was as a speaker. I may have missed the boat on this one although I would have had to find a sponsor or two. Do you do sponsorships? Was his presentation on Big Box Retail?

We don't have any big box retail in our town and I was hoping to get someone to address customer service, motivating sales, maybe marketing/advertising for small businesses. Do you know if he does that kind of workshop or could you recommend anyone? I am looking for some good speakers. Prince Rupert is still very depressed economically and it is difficult to get people motivated. Our mini-trade show was cancelled due to lack of participation. I heard you had one or are having one and it is booked up!

Thanks for any information you can pass along.

Jan Palmer, Manager

Prince Rupert & District Chamber of Commerce