

Sawatzky Consulting/Winkler Co-op
Box 196
Morden, MB
R6M 1A3

October 4, 2004

Dear Roy,

What a tremendous impact you have made on Winkler/Morden Co-op! We first met you at the Big Box Workshop in Winkler and you impressed us so much we just had to have you to ourselves. Within two weeks, you were back in Winkler helping us get focused. We have realized that we need to “toot our own horn” as a leading retailer in the community.

Thank you so much for your leadership! We know what we have to do and you gave us so many great ideas which we are currently implementing. Our employees were especially impressed with the seminar that you tailored to their needs. We see our staff changing how they act around the customer...and we are very pleased.

I am looking forward to seeing you in a few months at our follow up session. I highly recommend your services! If you ever need a referral, I'm just a phone call away. I am forever grateful for what you did for us at Winkler/Morden Co-op.

Sincerely,

Michelle Sawatzky
Marketing Manager