

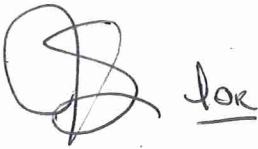
In September of 2008, Roy Prevost did a customer service workshop for the Town of Sylvan Lake employees. Roy was enthusiastic, engaging and assisted the Town in finding solutions to better serve the community.

The Town improved a better communication process throughout the administration and implemented suggestions such as:

- The purchase new software for attendance
- Managing employee's accountability
- Employee recognition

Overall the Town found Roy's workshop beneficial. The employees enjoyed a day together team building and formalized a continued respect for each other.

The Town of Sylvan Lake would definitely recommend Roy's workshops to other municipalities.



Helen Dietz