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June 21, 2006,

Hello Roy,

What a great morning we had with you today!!! There was nothing but praises for your presentation, content and knowledge of giving “outrageous customer service”. This has been my main concern in working with many small businesses, the area of customer service.

There are not many presenters of your caliber in the market. In fact, I can't think of another one. You help us to have fun while we are being gently ... sometimes abruptly jolted into the reality of just why we are in business and who really is our partner in business.

Thank you so much for taking your precious time to give your presentation this morning. Please forward to me your notes from this morning. They will be well used and appreciated.

Yours truly,
Christine Till
Marketing

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Version: 7.1.394 / Virus Database: 268.9.2/372 - Release Date: 6/21/2006

