



To Whom It May Concern:

On April 4th, 2005, we, at the Campbellton Regional Chamber of Commerce, engaged Roy Prevost to present his workshop "Delivering Outrageous Customer Service" to our members.

The workshop was an outstanding success and had the highest approval rating from all attendees. His workshop was humorous, passionate and hard hitting, especially in the area of an attitude session for attendees who failed to grasp the concept of "customer service".

The workshop consisted of 3 components:

- 1) A hard-hitting attitude session that energized everyone, and helped workshop participants understand, that as small business owners, their very survival depended on delivering "Outrageous Customer Service".
- 2) Roy then facilitated a one-hour brainstorming session whereby attendees presented different customer service challenges to the group, and everyone in the room provided input as to the ideal solutions to these challenges. This allowed participants to interact with each other, and offer insights from unique perspectives in their different businesses
- 1) Roy presented a series of customer service examples from at least 50+ other businesses, and encouraged the attendees to think 'laterally', as to how they could adapt these strategies in their individual businesses.

Workshop participants left the workshop with "down to earth" concepts and ideas on how to offer superior customer service to their customers.

This is the second time we have engaged Roy to deliver workshops in our community, and we highly recommend Roy's "Delivering Outrageous Customer Service" workshop to organizations who have a passion for customer service.

Sincerely,

A handwritten signature in black ink, appearing to read "Pascal Adams". The signature is fluid and cursive, with a large initial 'P'.

Pascal Adams
President,
Campbellton Regional Chamber of Commerce