



Roy Prevost Outrageous Customer Service Workshop

On May 31st, 2005, Roy came to our Kamloops Central Business Improvement Association and provided over 65 participants with a positive, upbeat seminar on *Outrageous Customer Service*.

The following were just a few of the great comments that we received:

"Extremely informative, energetic, interactive and enjoyable. Felt very energized to go back to work and use what I have learned".

"Reinforcing positive steps to customer service. There was some innovative ideas like taking customers pictures".

"I realized that a lot of what we do for our customers is of great value and little cost".

"Recognizing the importance of customer "service" and learning ways of developing a relationship with your customers so they return".

"Being more positive, leaving personal baggage at door, being professional".

"Interactive; wise, well thought out suggestions. Thanks for bringing out that a small business shouldn't be involved in cost war!"

We would encourage any business group to have Roy come and speak on the rewards of great Customer Service.

Sincerely,

Gay Pooler,
General Manager,
Kamloops Central BIA