

December 13, 2005

Mr. Roy Prevost, President
Oakray Marketing Services Ltd.
306 – 6838 Station Hill Drive
Burnaby, BC
V3N 5A4

ATTN: Mr. Roy Prevost, President
RE: Speaking engagement for the New Westminster Chamber of Commerce
2005 COBE (Celebration of Business Excellence) Awards

Dear Mr. Prevost:

On behalf of the Board of Directors and Staff at the New Westminster Chamber of Commerce, we wish to thank you for generously donating your time and expertise to our event.

It seems appropriate that you should have been the keynote speaker at our Celebration of Business Excellence Awards, where commitment, excellence and passion were represented in each one of our guests.

Your presentation about how small businesses can compete in a "big-box" world was particularly relevant in our community of predominantly "Mom & Pop" operations. While development continues to spring up all around us, it is important that we learn how to maintain a competitive edge.

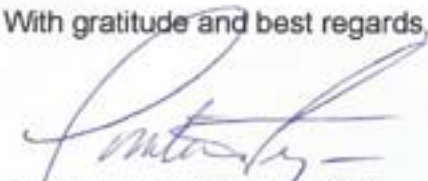
As well, your personal anecdotes depicting examples of outstanding customer service were both amusing and inspiring. By injecting humor into your speech, you kept the audience interested and alive.

Your examples of how to be a good customer in order to improve standards of customer service, introduced a new perspective on how to conduct business transactions and interactions.

We thank you for your insights and the passionate delivery of your speech. The positive feedback we have since received from our guests, is a testament to your talent and ability.

Wishing you continued success in your endeavours.

With gratitude and best regards,



Constance Fenyo, President
New Westminster Chamber of Commerce



Rose Nadon, Chairperson, 2005 COBE
(Celebration of Business Excellence) Awards Committee



NEW WESTMINSTER
CHAMBER OF COMMERCE