



December 17, 2014

Ron Bremner
President
Gold Medal Consulting Group Ltd.
10 Fairfield Drive
King City, Ontario L7B 1L8

Dear Ron,

Having you speak at our latest outing at The Rogers Centre was a treat. This was our second engagement with you in less than two years, and the audience reaction is always amazing to watch.

Even though both audiences were so different in their backgrounds and experience levels, the lessons and wisdom you impart are so universal, the great responses and questions you incited were no surprise. You don't hear too much these days about the basics of customer service. Some would say that it is a lost art in many companies. The fact that a room of people can hear your take on customer service, the importance of it, and the consistent approach you brought to customer service throughout your career, is worth its weight in gold.

Thank you for a great day, and we look forward to next time.

Warmest regards,

A handwritten signature in black ink, appearing to read "Jay Singer". The signature is stylized with a large, sweeping loop.

Jay Singer
President and CEO



Hi Ron,

This is a quick note to pass along my sincere "Thanks!" on behalf of the Board of Directors for the BCAB.

Your involvement in our conference helped make it the best we have held. The message about taking care of your people, and offering insight in to your own manner of running CKNW / BCTV / and the Calgary Flames, was incredible. I was also thrilled to see you join us for the entire conference.

Thank you again for the efforts to be in Whistler, and your participation. You made the conference better.

Enjoy the summer!

James Stuart
President – BCAB
Regional VP, Radio and Local TV, BC – Bell Media



PREDATOR RIDGE

April 9, 2014

Ron Bremner recently presented to our team in advance of our Season Opening.

As an established and highly regarded community and resort, we are always striving to ensure that each season, and each day is better than the last. We brought Ron in to ensure that our team was engaged with the guests (both internal and external) more than ever.

The results we have already seen have been nothing short of remarkable. The teamwork and support that we are already seeing is making a significant impact and our customers notice the level of engagement! Ron's approach, knowledge of business and, more importantly of people, allows him to connect and relate on every possible level. Our team have not stopped talking about his messages, his wit and his impact on our facility and the people who work here.

We feel honoured and privileged to have had Ron travel to Predator Ridge!

Sincerely,

Rod Cochrane
General Manager, Resort