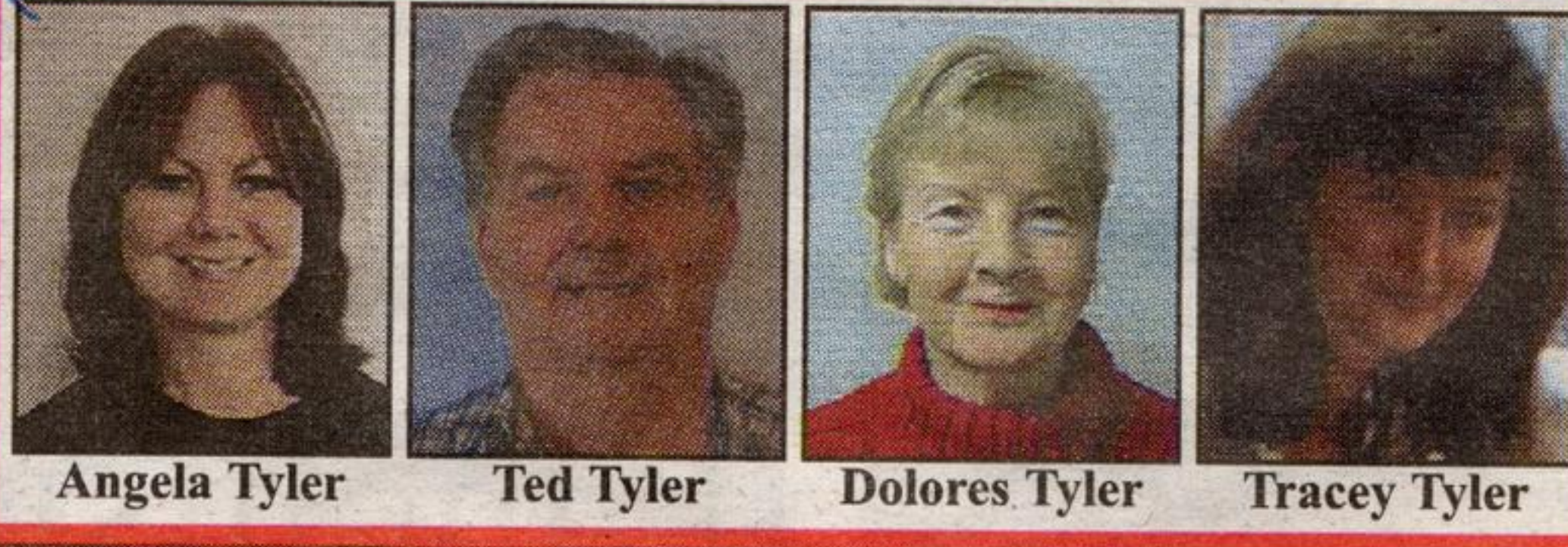


# HAPPY NEW YEAR

## We would all like to wish you a Prosperous and Happy New Year



Angela Tyler Ted Tyler Dolores Tyler Tracey Tyler



Pat Robinson Delia Kentner Mary Whyte Ryan Ridley



Lucy Gibbons Frances Tulk Ab Robinson Anne Stewart Aline Charland Ena Gibson



Barry Hamilton Brigitte McConnell Bruce Cargill Christine Wile Dale Collins Barb Glenn



Randy Ridley Anne Ridley Cheryl Dayman

*A customer is the most important person in our business, in person, by phone or by mail.*

*A customer is not an interruption of our work ... they are the purpose of it. We are not doing them a favour by serving them ... they are doing us a favour by giving us the opportunity to do so.*

*A customer is not someone to argue or match wits with. Nobody ever won an argument with a customer.*

*A customer is a person who brings us their wants. It is our job to handle them profitably to them and to ourselves.*



Dietrich Thomas Evelyn Feth Fred Gordon Gord Dowling Julie Reid Marilyn Woolrich



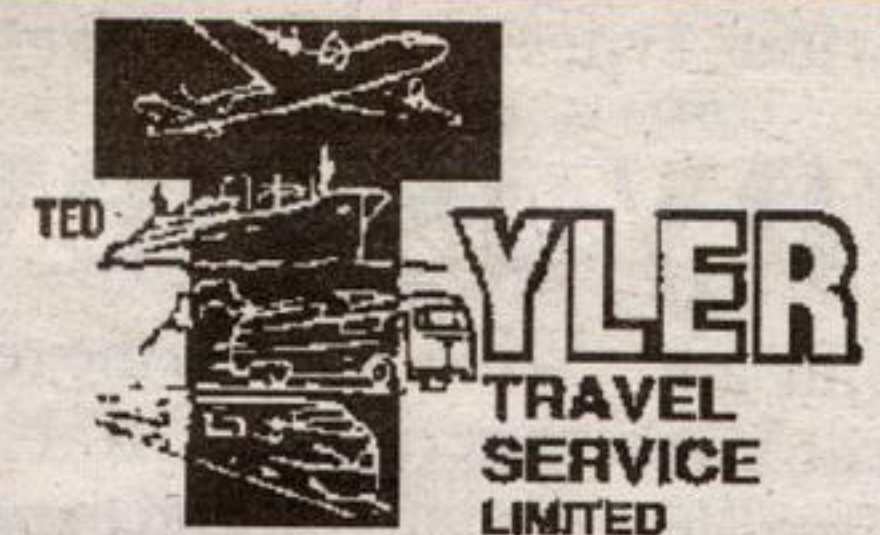
Marlene Irwin Bernie Freuler Kari Ann Hicks Kim Noonan Leesa Slater Lila Vivian



Alex Glenn Pat Graham Joan McCristall Roger Clark Sheila Foster Sid Sidhu



Kay Reil Sharon Foster Zorz Haasova



Nancy Ridler Elizabeth Wenger



Jolanda Gorter Kelly Scott



Hartley Coles Marie Shadbolt Frances Niblock



Ken Baker Dani McIsaac Mike O'Leary



Ellen Piehl Janis Fread Maggie Petrushevsky