



# CANADIAN TIRE

Sylvie Morgan

Lenbrook Industries

633 Granite Court,

Pickering, Ontario

L1W 3K1

May 26, 2018

Dear Sylvie,

At the recent Products Parade in Toronto you asked my opinion of the radios we use in our Canadian Tire Store. The quick answer is “**I don’t know why all Stores don’t have them**”! They are probably the number one way to immediately increase customer service. In our Store, ALL our retail staff wear the radios. With 30 or so staff on at the same time there is always someone in the building who can answer the question for you. This also reduces the amount of paging that happens in the Store. The result is a much quieter and more pleasant shopping environment. With the minimum wage increasing in most Provinces this is just another way to add to the business’ efficiencies. We have a system where the employees are issued the radio (and headset) as part of their staff uniform. They take the unit home where they have the charging station. They bring it to work with them like they would their name tag. We current own approximately 85+ radios and headsets. When the employee is issued one we take a small deposit and record the serial number of the unit they are issued. When they leave the company, they are required to return the radio to recover their deposit.

I can’t stress strongly enough how valuable these radios are to us. Of course there is an investment required but the radios pay for themselves quickly. As you know, we have been using these radios for over 15 years. I have used others but would recommend the Motorola product. I would be happy to discuss it with anyone considering the purchase. Please call if you have any questions.

Nice seeing you at Convention,

Sincerely,

Bryan Gascon

Associate Dealer

Canadian Tire #486

Terrace B.C.