

Comox Valley Sports & Aquatic Centre
PO Box 3370, Courtenay BC V9N 5N5
Tel: 250-334-9622 Fax: 250-334-1042
Toll free: 1-800-331-6007
www.comoxvalleyrd.ca



File:

January 22, 2010

Mr. Rob Miller
Sales and Customer Development
Manager
1890 Wellington
Nanaimo, BC V9S 5X7

RE: TO WHOM IT MAY CONCERN - LETTER OF REFERENCE

The Ryan Company Limited has been providing vending services to the Comox Valley Regional District for over twenty (20) years. In that time we have been very pleased with the service that they have provided. Our needs have changed from a single bank of vending machines to twenty (20) plus machines in four (4) locations in our recreation facilities, many with the latest features of energy conservation, bill changers and accepting credit cards.

The staff at Ryan's has provided us with great customer service. They are friendly and professional towards facility staff and our customers. They are knowledgeable about their products and the machines and they have made it a priority to deal with problems in a timely manner.

Recently the Comox Valley Sports and Aquatic Centres undertook a Healthy Food and Beverage Sales program. In this initiative a minimum of 75% of food and beverages sold at the recreation facilities must be choose most or choose sometimes. Ryan Vending was extremely helpful in this process. We held public meetings which they attended, shared product information and their expertise. They advised us on healthy products and used our customer surveys to select products for our vending machines. The program has been successful because of the help from Ryan Vending.

I would not hesitate to recommend Ryan's as a vending provider.

If you have any further questions please do not hesitate to contact me 250-334-9622 ext 242.

Sincerely,

Darcy Walters
Senior Manager of Recreation Facilities
Community Services
Enclosure