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**Ritu Sohl**  
 Graphic Designer

**Print & Web**

647-208-0939  
 ritu\_sohl@hotmail.com  
 www.ritusohl.net

**Sandra Spina**  
 Independent Beauty Consultant

647.204.6971  
 374 Aburz Blvd  
 Mississauga ON, L5A 1N2  
 spinazazz@gmail.com  
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**Freelance  
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**Ritu Sohl**  
 416-247-3080  
 ritu\_sohl@hotmail.com



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**Dorothy C.D.A.**  
Treatment Coordinator

181 University Avenue, Box 30, Toronto, Ontario M5H 3N  
Tel: 416 368 4500 Fax: 416 368 4762 Email: dorothy@dtiden

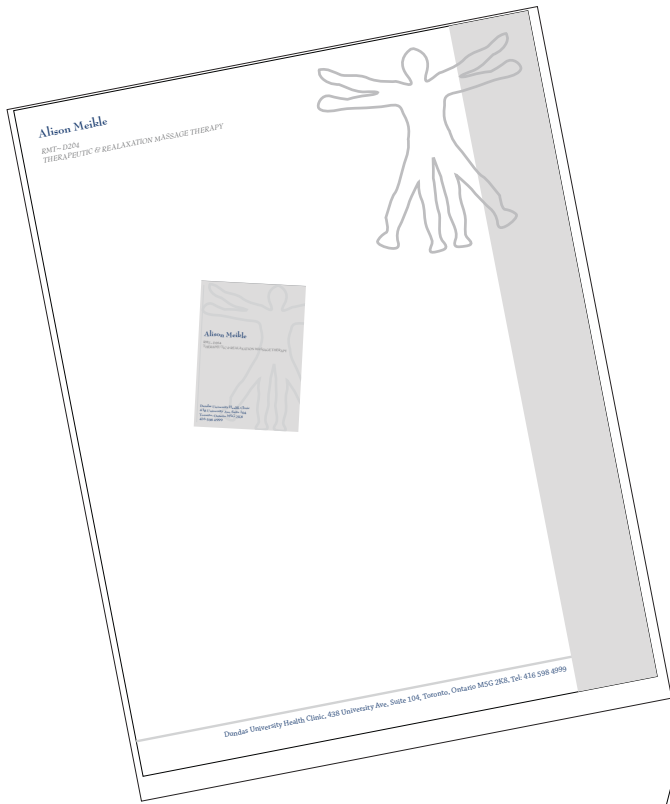
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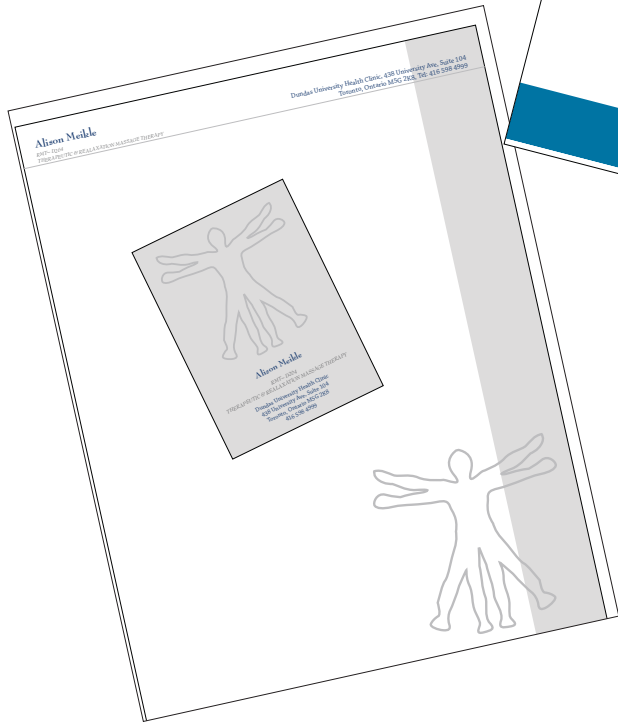
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ABOUT THE FOUNDER | Services | Advantages | Selling in Canada

**Why was Quality Smart Solutions started?**

In today's busy world of staying ahead of the competition, in order for companies to retain and grow customer satisfaction quality must be their focus. Quality must be in the products they sell, the people they hire and the day-to-day functions processes they create.

Quality Smart Solutions wants to assist companies who are serious about Quality in their natural, food or pharma organization. Having built the quality programs for two the top 4 dietary supplement companies in North America Quality Smart Solutions can integrate experience and know how to custom fit your needs in Quality for your rapidly growing business. From Natural Health Product application preparation to process Development, Quality Smart Solutions is here to help you!

By having Quality Smart Solutions help you in developing a Quality Assurance Program for your the benefits include:

1. Selling your insurance premiums decrease, bringing structure to your document processes so that if litigation were to occur, document sweep is quick and less costly.
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3. Boosting your company morale through clear working roles, transparency and improved cross functional engagement through all levels of your organization.
4. Higher productivity and job satisfaction leading to better products on store shelves, higher perceived value, cost reduction and higher revenue generation.

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- Project based
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# Family Jingle & Mingle

December 21st, 2014  
10:00 am - 5:00 pm  
[www.jingleandmingle.ca](http://www.jingleandmingle.ca)



Proud Supporters of  
The Canadian Cancer Society

# Merry Christmas from Family Jingle & Mingle



Family Jingle & Mingle  
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Thank you for being great elves!



You are cordially invited to join us for our annual

## Family Jingle & Mingle Christmas Celebration!

In support of raising funds for pediatric cancer research funded by the Canadian Cancer Society Research Institute (CCSR).

**Sunday, Dec. 21, 2014**  
10:00 am – 5:00 pm  
*(drop in anytime)*

Mississauga Convention Centre  
75 Derry Road West  
(Hwy 10/Derry) Mississauga, ON  
*(Free Parking)*

**Be a VIP!  
Great for companies,  
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- \* Meet Santa Claus and many characters
- \* Inflatables for all ages
- \* Crafts & activities for the whole family
- \* Toddler play area
- \* Door prizes and giveaways
- \* Exciting silent auction
- \* Live entertainment
- \* Creative workshops

Buffet lunch • Ride wristband for kids under 12 • Gifts for adults  
Reserved seating all day • Special visitor during lunch • Special draws  
Exclusive entertainment • VIP experience • Centerpiece giveaway



Contact : [tamara@jingleandmingle.ca](mailto:tamara@jingleandmingle.ca) or 905.366.0766 x 409  
[www.JingleAndMingle.ca](http://www.JingleAndMingle.ca)

Tickets must be booked in advance. Limited seating available.  
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**We look forward to jingling and mingling with you!**



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You are cordially invited to join us for our annual

## Family Jingle & Mingle Christmas Celebration!

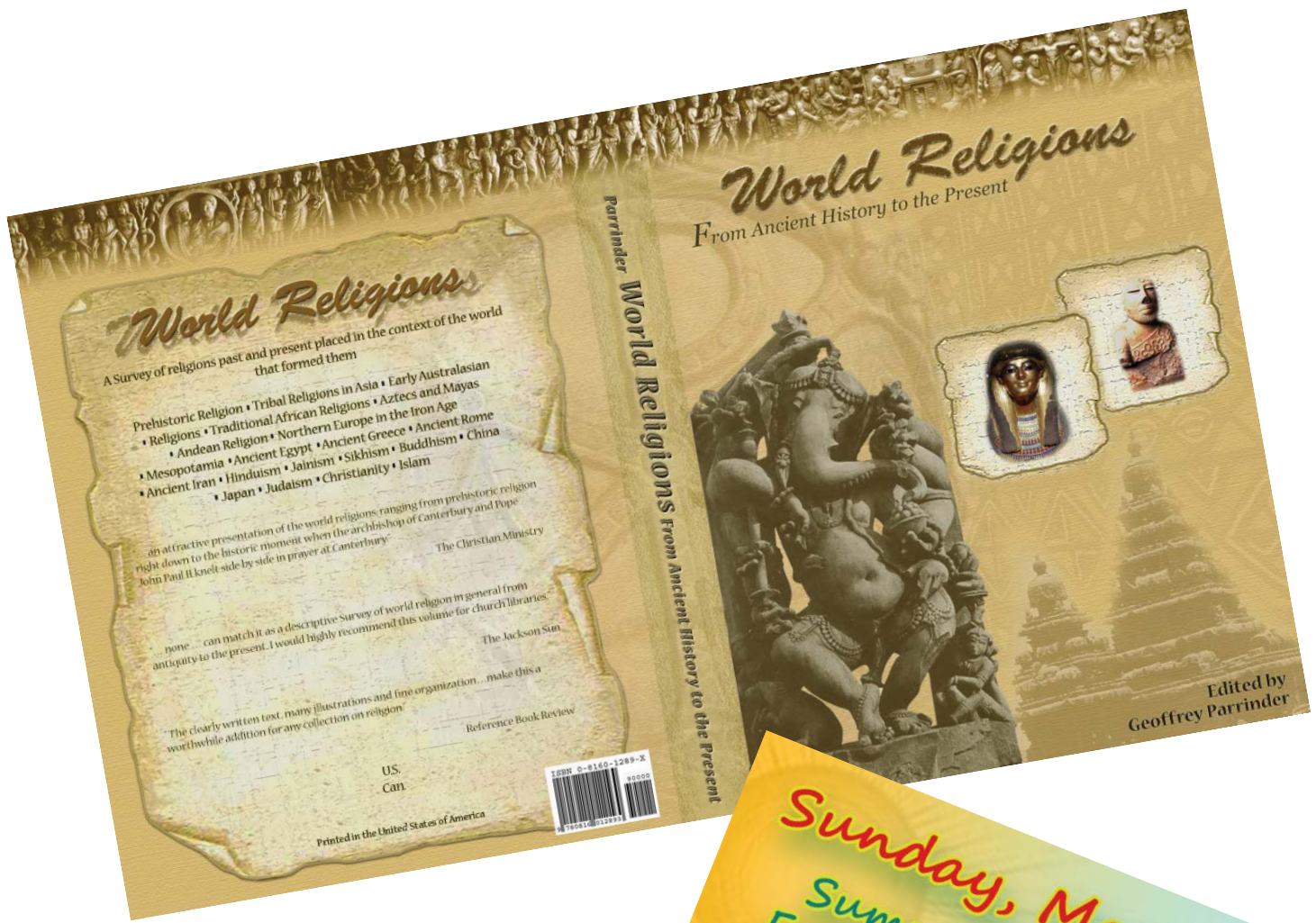
**Sunday, Dec. 21, 2014, 10:00 am – 5:00 pm** *(drop in anytime)*  
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- Meet Santa Claus & many characters
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- Toddler play area & creative workshops
- Door prizes & giveaways
- Exciting silent auction
- Live entertainment
- Inflatables for all ages

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[info@jingleandmingle.ca](mailto:info@jingleandmingle.ca) or 905.366.0766 x 409  
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Net proceeds will be donated to the Canadian Cancer Society.

**We look forward to jingling and mingling with you!**



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A Survey of religions past and present placed in the context of the world that formed them

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The clearly written text, many illustrations and fine organization ... make this a worthwhile addition for any collection on religion.

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Edited by  
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Come Join us in the fun at Carassauga  
23 May 2015, 9-10 pm at India Pavilion

## Sunday, May 31

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**Venue:**  
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Saturday, August 3, 2013  
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10268 Yonge Street  
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Tickets: \$20, \$25, VIP  
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For more information contact:  
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*Shakuntala - A Dance Drama*

Behind the Scenes

**Creative Team**

**Technical Team**

Provincial Tour Shakuntala  
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2014-2015

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CEO Video Archive



Mid-Year Update 2008 Video



Update Video Transcript



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Exécutez les étapes suivantes :

- 1 Accédez à [www.ReconnaissanceBravo.com](http://www.ReconnaissanceBravo.com).
- 2 Entrez votre code d'identité et votre mot de passe Bravo. Votre code d'identité correspond à votre numéro d'identification d'employé (NIE) et votre mot de passe temporaire correspond aux trois premiers chiffres de votre NIE suivis des quatre chiffres qui constituent le numéro de domiciliation de votre centre d'imputation de la paie (consultez votre supérieur, au besoin).
- 3 Des messages s'afficheront à l'écran pour vous indiquer la marche à suivre afin de créer un mot de passe personnalisé et de remplir votre profil Bravo.

**Qui sait gagne**

Lorsque vous êtes inscrit au programme, une première chance de gagner des points Bravo s'offre à vous sous la forme d'un jeu-questionnaire Qui sait gagne! Ce genre de jeu-questionnaire en ligne met à l'épreuve vos connaissances sur des campagnes, des projets et autres initiatives de BMO Banque de Montréal.

Accédez à [www.ReconnaissanceBravo.com](http://www.ReconnaissanceBravo.com) et commencez à participer dès maintenant!

BMO  Groupe financier

**Bravo**  
Building lasting relationships through exceptional service

**Welcome to Bravo!**

All BMO Bank of Montreal employees play a significant role in achieving our Core Purpose — building lasting relationships through exceptional service. This is done by embracing our Customer Promise and Our Way principles.

One of the most effective ways to reinforce our Core Purpose is through recognition. Bravo is BMO Bank of Montreal's employee recognition and reward program that provides an easy way to recognize colleagues for a job well done. With opportunities to earn Bravo points redeemable for incredible merchandise, travel and gifts cards, you can reward yourself for your hard work.

**Getting Started**


Follow these simple steps to begin:

- 1 Go to [www.BravoRecognition.com](http://www.BravoRecognition.com).
- 2 Enter your Bravo login ID and password. The login ID is your Employee Identification Number (EIN) and the temporary password is the first three numbers of your EIN followed by the 4-digit transit number of your payroll cost centre (ask your manager if unsure).
- 3 Follow the prompts to create a new password and complete your Bravo profile.

**Learn & Earn**

Once registered, your first opportunity to earn Bravo points begins by completing the Bravo Learn & Earn. Learn & Earns are online quizzes that test your knowledge on topics related to campaigns, projects and other BMO Bank of Montreal initiatives.

Go to [www.BravoRecognition.com](http://www.BravoRecognition.com) and get started today!

BMO  Financial Group



**Bravo**  
Building lasting relationships through exceptional service

**Welcome to Bravo!**

All BMO Bank of Montreal employees play a significant role in achieving our Core Purpose — building lasting relationships through exceptional service. This is done by embracing our Customer Promise and Our Way principles. Our Customer Promise is about making great things happen for customers and Our Way is about making great things happen for each other.

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**Bravo**  
Building lasting relationships through exceptional service

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# La Source



**Des offres avantageuses aux employés**

Faire vivre une expérience mémorable au client -- voir la page 5

Grâce au service TransfertÉclair, il est encore plus facile de transférer des comptes chez BMO -- voir la page 11

BMO Banque de Montréal

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# OneSource



**Great product offers for employees**

Account Open: Delivering a Consistent Customer Experience -- See page 5

Making the Move to Bank with BMO Just Got Easier with Powerswitch -- See page 11

BMO Bank of Montreal

Customer Case Study

## THROUGH OUR CUSTOMERS' EYES

By the end of the article, you'll know the value of customer feedback and understand how to use it to improve your business. You'll also learn how to get the most out of your customers' feedback and how to use it to improve your business.

**BMO Employee Charitable Foundation's 2008 Award of Excellence Winners**



There are a number of award winners listed for the award category. The winners are: [List of names and titles]

**Merchandising**

Please use this page as a guideline for merchandising your branch during the month of this OneSource edition.

**Merchandising Details**

Product	Details
Account Open	...
...	...

**Losses/keeping**

Product	Details
...	...

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