



Publishing Executive Wins 2010 Award for Exceptional Customer Service

A Taranaki publishing executive has been recognised nationally for providing exceptional customer service.

Ocean Reeve, 35, a client manager for Taranaki company, PublishMe Print & Publish, was nominated for the award by a first-time author for the support he gave her as she struggled to write a book about a serious brain injury suffered by her son, and the traumas that followed.

Ann Kidd's book, "You're a Dick, Mummy," was published by New Plymouth-based PublishMe last year.

Ann Kidd says Ocean Reeve provided her with "life changing support that demonstrates the importance and power of exceptional business service."

Mr Reeve was chosen as the KiaOraMai Awesome Service Award 2010 Supreme Winner from 40 Awesome Service Award winners selected during the year.

On behalf of New Zealand Chambers of Commerce, Auckland Chamber of Commerce chief Michael Barnett says Ocean picked above other worthy winners because of "outstanding, multi-dimensional customer support to his client over an extended period."

KiaOraMai is a customer service education programme and the Awesome Service Awards principal support partner. KiaOraMai spokesperson Elizabeth Valentine says Ocean's award "is a fantastic demonstration of how focused and motivated frontline staff win and sustain business."

Mrs Valentine says the award is a great example of authentic service creating a memorable customer experience."

Mr Reeve and Mrs Kidd each receive \$5,000 worth of Hewlett Packard computer equipment.

Jessica Rangi, Marketing Manager Personal Systems Group, HP New Zealand, says despite Ocean and Ann being based in separate parts of the country and never having met face-to-face, outstanding communication has enabled them to develop and publish this book.

“HP is proud to be pioneering the technology that can support this type of communications outcome.”

Mr Reeve says he is humbled by the award, and Mrs Kidd’s nomination of him.

He says helping people self-publish books carries huge responsibility.

“Publishing is an expression of one’s heart, mind, spirit and knowledge whether it is a personal story, business manual or a book of poetry. I think of each book as being like the author’s baby and my role is like being that of their obstetrician.”

Mr Reeve has strong views about customer service.

“We live in an age and economic situation in which consumers are very careful about how and where we spend our hard earned income. But the cheapest deal, the easiest option or even the best product doesn’t necessarily win customers today.”

“More and more I hear about people buying products or services from companies or individuals because of the way they have been treated and made to feel. We are not just a number, despite what some of the large companies may think.”

“I work for a small business and my philosophy on customer service is, I believe, something that needs to be embraced by larger businesses.”

The title of Ann Kidd’s book, “You’re a Dick, Mummy,” were the first words her then 21-year-old son Jamie said 12 years ago, and two months after being seriously brain injured in a car crash.

Mrs Kidd says Ocean’s service enabled her to feel better about herself. “He helped restore my confidence, joie de vivre, and gave me pride in my words.”

“With his help I was able to find a place where I could be me, where there was trust, a lifting of spirit and a desire to return no matter what the problem or the question or confusion I had at times, especially when opening up old wounds.”

Mrs Kidd says great customer service has a ripple effect with people telling other people about their awesome service experiences “just as has happened in Ocean’s case.”

KiaOraMai Awesome Service Awards are made monthly and the annual Supreme Awesome Service Award winner is selected from the monthly winners.

To nominate someone in business who has given you exceptional customer service go to www.awesomeservice.co.nz