

# The right chemistry



Lisa Farrell's care of her Pharmacy customers has made her world famous in Khandallah.

The retail manager of Wellington's Khandallah Pharmacy, Lisa is the April KiaOraMai Awesome Service Award winner because she more than fills the prescription in the way she relates to those she serves.

Long time customer Lucia Hollis: "Lisa unfailingly treats customers with the utmost respect and kindness. No matter how busy she is it is a joy to watch her deal with customers, especially the elderly who just love her. Her attitude to customers has made her the most popular person in Khandallah Village."

Lisa has managed the retail side of pharmacies for 20 years and has obviously impressed customers far and wide. When Newstalk ZB announced her win she got "well done Lisa" calls from around New Zealand.

So congratulations again Lisa – your attitude is just what the doctor ordered.

To salute someone in business for giving you exceptional customer service, go to [www.awesome-service.co.nz](http://www.awesome-service.co.nz) and nominate them. And to find out about inspirational Kiwi customer service training go to [www.kiaoramai.co.nz](http://www.kiaoramai.co.nz).



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