

The Art of Listening



The crème-de-la-crème in business are great listeners.

Julie Day listens intently to her clients so she can help them hear.

A receptionist at Bay Audiology in Papakura, Julie is the May KiaOraMai Awesome Service Award winner after listening to a client whose elderly mother kept losing her hearing aids and then thinking of a creative solution.

Realising that replacing the lost hearing aids was just an expensive short term fix, and without being asked, Julie told the practice audiologist about the problem, and she suggested a way to clip the wayward hearing aids to the woman's clothing.

The client says she was blown away when Julie rang her out of the blue to say she had found a permanent and cheap solution to what would otherwise have been an ongoing issue.

In nominating her for a KiaOraMai Awesome Service Award the client said Julie has given her outstanding customer service on other occasions as well. Obviously you don't need to shout for Julie to hear you.

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



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