

## Service with a smile rewarded in Winton

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By Marcia Ahern

Blair Irwin of Winton's Irwin Motors has received an award for putting the service back into service station – flying in the face of recent criticism of forecourt attendants.



Great service: Blair Irwin.

Earlier this month the issue of poor service at petrol stations reared its head in the media with several reports of frustrated customers left to their own devices at stations.

At the opposite end of the scale, the MYOB Awesome Services Award rewards "inspirational" customer service giving retailers the acknowledgement they deserve.

MYOB Awesome Service Award co-manager Grant Woolliams said satisfied customers nominated individuals from a business.

Weekly nominations made by customers who were not friends, family or employees were considered to preserve the integrity of the awards.

"Typically, we get seven [nominations a week] from around New Zealand," he said.

Mr Irwin, who opened the station two years ago, was nominated for the award by Winton resident Nikki Hume.

In the nomination she says staff provide "fantastic, friendly, prompt and courteous service at all times".

"They always offer to fill your petrol, are willing to look at any mechanical problems immediately and offer a service second to none," the nomination says.

"Their awesome service is a real asset to our local rural community."

Irwin Motors owner Blair Irwin said it was nice to get recognition of the service his business tries to provide.

"It has been one of our goals to provide this service," he said.

He said he mainly works in the garage part of the service station and that the staff on the forecourt had also made it possible to receive the award.

"It's a team effort," he said.

Mr Irwin said he gets a lot of positive feedback on the services that he and his staff provided and was surprised to receive the award.

"We were quite blown away that someone would do that for us."

In a statement, Federated Farmers national president Don Nicolson says individuals like Blair help New Zealand's land-based industries run.

"Farmers are hugely appreciative of people like him who support them and their local communities."

Mr Irwin's MYOB Awesome Service Award is the second to be won in Southland, the first being Debbie McKenzie of Invercargill.

Nominations for the MYOB Awesome Service Awards can be made by visiting [www.awesomeservice.co.nz](http://www.awesomeservice.co.nz).

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