

Top award for supporting author

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AWESOME SERVICE: PublishMe's Ocean Reeve believes publishing is an expression of one's heart, mind, spirit and knowledge.

A Taranaki publishing executive has won the KiaOraMai Awesome Service supreme award 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.

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

Ms Kidd said Mr 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 winners selected during the year.

KiaOraMai is a customer service education programme and the Awesome Service Awards principal support partner. Mr Reeve and Mrs Kidd each receive \$5000 worth of Hewlett Packard computer equipment.

Mr Reeve said he was humbled by the award and Mrs Kidd's

nomination of him.

He said helping people self-publish books carried huge responsibility.

"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."

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

Ms Kidd says Ocean's service enabled her to feel better about herself.

"He helped restore my confidence and gave me pride in my words," she said.

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 provided exceptional customer service go to www.awesome-service.co.nz.

- Taranaki Daily News

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