

## the awesome service awards

...saluting inspirational business service

**W**hile good customer service should be the underlying principle of any business, exceptional customer service is in another league. That's why the ASB, Newstalk ZB and the Auckland Chamber of Commerce have joined forces to celebrate and reward those who provide inspirational business service.

As you'll see from these winning stories, awesome service comes in all shapes and forms.

### Winner: Zac De Silva, Barkers Mens Clothing



Steve Munns phoned Barkers over concern that a jacket he had recently purchased was fading in an unusual way. Steve got through to the "big boss" - Zac De Silva.

Steve had a telephone conversation with Zac which was subsequently followed up by e-mail. The jacket was replaced without question, with Zac even offering to courier the replacement jacket if that was more convenient for Steve.

Steve told Zac, 'I have to say I'm thrown back by the really great and prompt service, thanks. I wish it was infectious within other B2C (Business to Consumer) channels.'

### Winner: Nicole Wrigley, Haydon Optometrists in Takapuna



Customer Simon Hooker nominated Nicole after receiving incredible service with a pair of prescription sunglasses that needed replacing, even though they were only a few months old.

'Nicole negotiated a half price deal on the new lenses even though the issue with the old pair was nothing to do with Haydon Optometrists. I feel the attention to detail, the personal attention to me as a customer (she always remembered who I was and my name) and the keeping to her words (not over promising and under delivering) really impressed me.'

### Winner: Diane Mackie, Digitalmax Online

Jacqui Adair nominated Diane after receiving help with a photography project.



'We had several conversations with Diane over email and on the phone, explained that we also had a deadline to get it back and sent overseas by a certain date. She was fantastic! She spent a long time explaining to us (me in particular) the technicalities.

She had no problems explaining things to us multiple times. When we finally got it right, she made sure it was processed and printed, got it to us in record time, and emailed to make sure we knew it was coming. Sounds like a small thing but she was fabulous and went "above and beyond" What an asset to the company she is!'

### Winner: Warren Fitzgerald, Avondale Mowers and Chainsaws

Leonie Lewthwaite was looking for a second-hand mower when she discovered Warren's shop.



'I'd visited three other mower sales and service shops and was about to give up because they didn't have what I wanted or had basically crummy service. I was thinking of hiring someone to mow my lawn when, as a last resort, I visited Avondale Mowers and Chainsaws

and met Warren.

During the entire sales process he was friendly and capable and I felt that I was getting a good deal. I was very impressed with his overall professional attitude and friendly service and would recommend anyone go to him for their lawn mowing and chainsaw needs.'

**If you know someone in business that deserves to be nominated for an ASB Awesome Service Award please visit [www.awesome-service.co.nz](http://www.awesome-service.co.nz).**