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## International appreciation for the “Kiwi Way”

Friday, 11 March 2011

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News about Kiwi hospitality and service travels the world, and comes back: this month's KiaOraMai Awesome Service Award winner, Cathedral Cove Bed and Breakfast co-owner Patrick Curtis, was nominated by an Argentinean family from Buenos Aires.

The Medvedeff family were guests of Pat and partner Rachael Lloyd's Hahei "Cathedral Cove B&B" in January when Cyclone Wilma caused flooding and road closures on the Coromandel, stranding the Medvedeffs.

The problem for the family of four: getting to Auckland in time to catch their flight home, or lose thousands of dollars because their tickets were non-refundable and their flights could not be changed.

Alerted to the problem Pat went to the flooded river and waded across to test the depth.

To the family's amazement he then loaded them and their luggage on to his tractor, drove past the line of stranded vehicles and across the river from where their pre-arranged transport whisked them off to Auckland, and their flight home.

Pat says he is embarrassed about winning the award. "It was what anyone would do and is nothing compared to what people have been doing to help Christchurch folk."

But customers and clients are the best judges of what constitutes awesome service and Victor Medvedeff says he and his family will never forget what Pat did for them.

It's also apparent that Pat, a retired builder, is generally service minded. He and Rachael are taking their mobile home to Christchurch in the off-season to spend time helping with the clean-up.



Pat Curtis and his flood-busting tractor

Source = Awesome Service Award

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