

Editor: Daisy Melwani



# Customer Service Award for Auckland Travel Consultant

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An Auckland travel consultant has been rewarded for her caring treatment of a client – winning a national customer service award.

The Team Leader at Flight Centre West City in Henderson, Emma Hollick, was nominated for an MYOB Awesome Service Award by customer Gary Pynenburg.

Mr Pynenburg says the help Ms Hollick provided his family after the sudden death of his sister overseas was hugely appreciated.

"We needed to get four people to Australia the next day - we needed internal Australian flights, rental car, insurance for elderly parent's accommodation and a Visa. Emma quickly provided us with everything that we asked for, and then some, working very late to get our arrangements together."

Mr Pynenburg realised the extent of Ms Hollick's thoughtfulness when they arrived in Australia.

"She had the forethought to arrange wheelchair assistance at all the airports, which was something that we had not even considered, but which proved indispensable."

Mr Pynenburg says Ms Hollick's calmness, knowledge and attitude made a difficult time almost pleasant, and says nominating her for an MYOB Awesome Service Award was a chance to say thanks to her. "It's really important to acknowledge people when people in business go out of their way to help you."

Meanwhile Ms Hollick says she is delighted with the accolade. "Having been in the same situation myself I know how difficult it can be." She says the help she provided was "just part of my job – and the right thing to do."

The Flight Centre New Zealand managing director, Rick Hamilton, is also delighted at her award win. He says the company prides itself on its service "and are proud of consultants like Emma who look after clients like they are family."

Any Kiwi in business can be nominated by customers impressed by the service they get. Auckland Chamber of Commerce chief executive, Michael Barnett, judges the nominations on behalf of all Chambers in New Zealand.

The MYOB Awesome Service Awards are supported by MYOB, Customer service training initiative "KiaOraMai," Newstalk ZB, Fairfax Media, Michael Hill International, and Hewlett Packard and APN Outdoor.



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