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Dive! Tutukaka Wins National Service Award

A skipper for Northland recreational dive and tourism company Dive! Tutukaka, Evan Barclay, has received a national accolade for providing awesome customer service.

The MYOB weekly "Awesome Service Awards" encourage customers to nominate someone in business who has provided them with inspirational business service.

An Auckland-based diver, Sandra Moorhead, nominated Evan after he changed his whole day's routine at a moments notice to look after Sandra and her group of diving buddies when the booking they had with another company fell through.

Sandra says Evan's decision to quickly arrange to put on another boat to look after her and her group, and arrange food, meant they had "a spectacular day entirely due to Evan's good sense and amazing customer service."

Sandra says in her experience nothing seems like too much trouble to Dive! Tutukaka, and Evan "epitomized this service ethic that day."

Dive! Tutukaka's sales and marketing manager, Kate Malcolm, says Sandra's nomination of Evan for an MYOB Awesome Service Award for delivering inspirational customer service is something the whole company strives to achieve.

"We have a good team, not by accident, but by design, and we work hard as a company to keep that working, as we see it integral, our company culture is a cornerstone and reflects our philosophies," Ms Malcolm says.

"When times get tough a common mistake is to cut costs in staffing, We have made a real commitment to our staff, and re-invested in them as they truly are our greatest asset, and we value them highly."

"We have won awards before that are huge for our family-run company, and we have shared them with the crew so we have all celebrated the success."

To read more about Evan's win go to www.awesomeservice.co.nz.

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