

Andre's heart of sole

North Harbour News

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MAGIC SHOES: Lindsay Whitfield beams with her medal and winning shoes, thanks to Shoe Clinic's assistant extraordinaire Andre Cettina.

For walking the extra mile to help a customer, a shoe shop assistant has won an MYOB Awesome Service award.

Andre Cettina of Shoe Clinic in Westfield Albany was cited for the care and service he provided customer Lindsay Whitfield.

Mrs Whitfield had set a challenge to walk the New York Marathon by 2011.

The Forrest Hill mum recently completed the Auckland Marathon, finishing fourth in her age group.

She visited a shoe shop but was disappointed after getting fitted with the wrong shoes that nearly damaged her feet.

The Forrest Hill mum sought help at Shoe Clinic after doing a four-hour walk.

"Andre sat me down, handed me water, listened and worked his magic," she says.

"He was very thorough – many shoes were fitted and there were several goes on the treadmill to video my walk."

She says Mr Cettina's excellent service made her feel special and important which prompted her to nominate him for the award.

With the right shoes on, she says she's on her way to achieving her goal thanks to Mr Cettina and his "inspirational customer service".

Mr Cettina, who lives in St Heliers, is moving on as an owner-operator.

He is opening his own Shoe Clinic at Sylvia Park next month.

The MYOB Awesome Service Awards recognise people who provide excellent customer service.

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