

# Service with a smile rewarded

## Work ethic honoured

By SIMON EARLE

Restaurant hostess Marie Todd has become Rotorua's first recipient of a Kia Ora Mai Awesome Service Award.

The Kia Ora Mai programme has been developed by the Tourism Industry Association of New Zealand and The Service Industries Training Alliance. Monthly awards having been made for the past 18 months.

Mrs Todd was nominated by a group of mah jong players from the Manawatu who regarded her service as exceptional on repeated stays at the Boulevard Motel and Restaurant.

"Nothing is too much trouble for her and she is the waitress of the year in our book," Marilyn Guinan said.

Mrs Todd received her award from Rotorua Mayor Kevin Winters at a function on Friday.



**Service with a smile:** Michelle Price experiences the friendly touch of Marie Todd during her visit to the Boulevard Motel and Restaurant. **Inset:** Marie Todd is presented with a bouquet and framed certificate from Rotorua Mayor Kevin Winters.

"Her customer service ethic has become a great advertisement for Rotorua," Mr Winters said.

The recipient has worked in the hospitality industry for over 20 years and has a simple approach to her waitressing role.

“Nothing is too much trouble for her and she is the waitress of the year in our book.”

– Marilyn Guinan

"I like people to go away with happy faces and seeing them back again," she said.

Ironically her first attempt to work at the Boulevard got off to a false start when a hand injury prevented her from starting and the position went to another applicant.

"Then by chance I bumped into Kevin (owner Kevin Bangs) in

Hamilton and asked if he had any vacancies and he did – that was about five years ago."

One of the aims of the Kia Ora Mai programme is to lift the customer service experience throughout New Zealand resulting in better job satisfac-

tion, stronger businesses and increased customer loyalty.

Award winners are selected by the Auckland Chamber of Commerce chief executive Michael Barnett on behalf of chambers throughout the country.

# VOTE



# Brett Marvelly

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Authorised by Brett Marvelly 1057 Arawa Street Rotorua

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