

An Award Winning Formula

New Zealand Yachting Developments' managing director Ian Cook isn't a scientist – he builds superyachts.

But Ian knows that $D + B + P = \text{😊}^*$

That's how he put a smile on a billionaire clients face, and won a KiaOraMai Awesome Service Award.

Read the story, and nominate someone in business who has put a smile on your face, at awesomeservice.co.nz.

And to find out about inspirational Kiwi customer service training go to kiaoramai.co.nz.



*** Ian's winning formula:**

- D** = Delivery on time
- B** = on Budget
- P** = with Pride
- = 😊 (the client)



SUNDAY STAR★TIMES

kia ora mai

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