



Star service: Paper delivery girl Memphis Wright received two outstanding service awards yesterday after being nominated by subscriber Patricia Waugh. Photo: MARK TAYLOR

Awesome service, unlikely friendship

Whatever the weather, one teenager goes the extra mile when delivering the *Waikato Times* to homes in Hamilton, and she has received a national award for her efforts. **Louise Risk** reports.

Paper delivery girl Memphis Wright, 14, was awarded the June *KiaOraMai Awesome Service Award* in a ceremony yesterday after 81-year-old subscriber Patricia Waugh nominated her for outstanding customer service.

Memphis has been delivering Mrs Waugh's paper since she was 11 years old, and the service she has given has led to an unlikely friendship between the pair.

"I think it makes a big difference to someone living alone to know someone like Memphis will visit regularly," Mrs Waugh said.

Six days a week, Memphis parks her bike, throws a ball to jack russell Haki, chats with Mrs Waugh if she sees her, and delivers the paper.

"She writes me a note every week, too," Mrs Waugh said.

"When I broke my pelvis, a lot of people asked me how my hip was.

"She wrote a note asking how my pelvis was. Not many 14-year-old girls would pay that much attention to someone's injuries."

Mrs Waugh said when her late husband was unwell, Memphis made shortbread and wrote him a get well note. And then when he died, Memphis' whole family attended the funeral.

"Memphis asked me if I needed help. She handed out tea for about 70 people.

"She's so concerned for other people. It is because of the good family she has been raised in."

Memphis, who is home-schooled along with her older brother and four younger sisters, would like to be a nurse when she's older for many of the same reasons she enjoys doing her paper run.

"I like to get out and meet people and I like helping people," she said. "Also because it's shift work I would still be able to ride."

Memphis uses the money she earns doing her paper runs to cover the costs of her favourite hobby, horse riding. She has recently taken on a third run, now delivering about 110 papers per day.

Coincidentally she is also about the 110th winner of the *KiaOraMai Awesome Service Award* and easily the youngest ever.

She was presented with a certificate and a \$200 jewellery voucher by Waikato Chamber of Commerce chief executive Wayne Walford, who said Memphis' service was an example of the type of service New Zealanders should be offering, particularly when the country was on show to the world when the Rugby World Cup was on.

Waikato Times general manager Gerard Watt surprised Memphis when he also gave her an internal *Waikato Times Customer First* award of another certificate and \$200 voucher.



Waikato Times

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