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Bay business wins service award

27 Nov 2009

A Tauranga based online cosmetic company owner has become the second Bay of Plenty business woman to win a national MYOB Awesome Service Award.
Sheer Mineral Cosmetics owner Rachelle Sutton was nominated for an award by Invercargill customer, Christine McLeod, because Rachelle "really looked after me and made me feel special".



Rachelle Sutton.

"Throughout the (purchase) process she was so helpful and friendly and I have since recommended her site to many people," says Christine. Tauranga Chamber of Commerce CEO Max Mason says it is interesting that of the 60 previous award winners, only two have gone to people operating their businesses solely online and both have been Tauranga based.

"Rachelle and the first Tauranga winner, Treana Griffin of www.zeeegles.com, demonstrate that being distant from your customers does not mean you need be personally remote from them. It is a positive reminder that award winning service can be delivered without ever setting eyes on your customers," says Max. He is delighted that among other rewards, Rachelle will benefit from the Tauranga Chamber of Commerce membership and he looks forward to hearing her, and previous winner Treana Griffin's insights into great ways to provide online customer service.

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- It won't solve the traffic problems
- A disaster for the Bethlehem community
- An over hyped issue
- Just build the blimmin' bypass already!

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