



**HBS**  
HASTINGS BUILDING SOCIETY  
**HASTINGS CITY  
BUSINESS  
AWARDS** **2010**



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Shopping in the Heart of Hawkes Bay

## **EXCITING NEW CATEGORY FOR THIS YEAR'S HBS HASTINGS CITY BUSINESS AWARDS**

**The introduction of a new category, the ANZ Excellence in Customer Service has brought about a new and exciting element to this year's HBS Hastings City Business Awards.**

All Hastings City business who were nominated for a category will automatically go through to the ANZ Excellence in Customer Service. They will each be mystery shopped by a team of around fifteen people who will be looking at various different elements of customer service. The winner and runners up will be announced at the HBS Hastings City Business Awards Ceremony on the 25<sup>th</sup> June.

Jane Janes of Hastings City Marketing says, "The ANZ Excellence in Customer Service Award is a highly appropriate and significant award to achieve, as customer service should be the focus of all businesses, regardless of the industry. Customer service often reflects the success of a business and excellence in this area should be celebrated. We are very excited to have a special award recognising this excellence and are very grateful to the ANZ for sponsoring this award."

The ANZ have chosen to sponsor this new category as they acknowledge that customer service is fundamental to any successful business. Wayne Percival, East Coast District Manager for the ANZ says, "Excellence in Customer Service is relevant to all business, and this award gives the opportunity for all Hastings City Business's to be nominated regardless of their size, location or industry."

This year we will be flying to new heights at the award ceremony on **Friday 25<sup>th</sup> June** at the Hawke's Bay Opera House, so join us in celebrating our Hastings City businesses journey to success.

**For Further information please contact:**

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