

Having A Ball Big Spender Sponsors



ANZ Hastings invites you to experience the exceptional service that has made ANZ Bank of the Year

Bev Bibby, Branch Manager ANZ Hastings invites local residents to the ANZ branch, "We're proud that ANZ has been named **Sunday Star Times Canstar Cannex Bank of the Year, which demonstrates our commitment to our customers. Being local means we're available to meet you wherever and whenever it suits you. We work hard to ensure that everything runs smoothly for you, so if you're in the market to buy a home or whatever your banking needs, we'll be happy to take you through the options available, to enable you to arrive at a decision that works best for your current circumstances.*"

Bev adds, "We're a team of friendly people who can provide you with a wealth of banking experience in all aspects of personal banking and are constantly keeping up-to-date with market trends and local knowledge. Come in and talk to us. We look forward to welcoming you."

Being ranked first place in the Sunday Star Times Canstar Cannex Bank of the Year awards recognises ANZ's performance right across the bank based on value, product range, service satisfaction and contribution to the community. ANZ has made significant changes over the last year, which is part of their journey to simplify banking, provide outstanding service for their customers and to be the best bank in New Zealand.



ANZ Hastings is open Monday to Friday from 9am to 4:30pm and is located at the corner of Heretaunga St and Karamu Rd. Phone: 06 830 0122.

* Sunday Star Times Canstar Cannex Bank of the Year Awards 2011.

A copy of the Bank's General Disclosure Statement under the Reserve Bank of New Zealand Act 1989 is available on request from any ANZ branch, free of charge. ANZ National Bank Limited.



Eftpos Specialists win Customer Services Award

Eftpos Specialists Group is made up of owner operated franchisees located in 12 key regions around New Zealand. Eftpos Specialists (Hawkes Bay) Ltd, owned by Darcy Reid and Carol Alsdorf (pictured) won the Franchise Customer Services Award for 2010/2011 by providing proven dedication and commitment to their customers over and above all other Franchise owners in the Eftpos Specialists Group.

Director, Carol Alsdorf says "We like to give our customers our best and we strive to provide that with every contact we make with them. We like to know that their eftpos solution is working well for them and if it's not we need to fix it as soon as possible. Going the extra mile counts for a lot."



Darcy and Carol have been running Eftpos Specialists (Hawkes Bay) Ltd since 2003 and have grown their business steadily over the years. Darcy Reid, Director and Technical Specialist says he thinks their success is due to finding out what a customer needs and quite simply supplying that. He says "We do as we say we will and back that up with great technical support - day in, day out. We find that our customers like the fact we are locally based and enjoy being able to deal directly with us. Locals dealing with locals."

Eftpos Specialists (Hawkes Bay) Limited can be contacted on 0800-42-66-99 or 06-873-3951 at their Hastings office.

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Jenny Nilsson House of Travel Hastings and Havelock North have been assisting Hawke's Bay people with their business and holiday travel plans since 1994.

Jenny and her experienced team provide a pleasant and enjoyable atmosphere where the customers needs always come first. We are fiercely proud of our Kiwi heritage and the community we are part of, we know our customers and are committed to making their travel arrangements as easy as possible. At House of Travel Hastings and Havelock North we can take care of all of your travel arrangements including flights, accommodation and transfers, so you can sit back and relax in the knowledge that your travel arrangements are in safe hands. No travel agency group is more reliant and therefore more committed to the NZ market than House of Travel.

The House of Travel values:

- Being trustworthy
- Having integrity
- Being upfront, open and honest
- Being unselfish - the customer's needs always come first
- Maintaining independence - being the consumers advocate
- Being committed to a partnership
- Being proactive and creative

House of Travel aims to be:

- An employer of choice
- An awesome place to work
- A nurturer, developer and retainer of great people
- The number one travel brand in the market
- A good corporate citizen



Kmart - "Where families come first for the lowest prices on everyday items"

Visit us today for a fantastic shopping experience:

- Fast and friendly checkouts
- Service with a smile
- Lowest prices so expect change in your pocket
- Clear aisles and walkways
- Clean and tidy store
- Everything for the home under the one roof
- Safe environment

Charlie Wynard, Manager at Kmart Hastings says: "We strive to provide the best service possible to all our customers. I thoroughly enjoy working with my team everyday, they are hard working and committed team members that strive everyday to do the best they can."



The Mad Butcher Hastings on Queen Street is your One Stop BBQ Shop with a full selection of BBQ meats including succulent steaks, delicious chops, beef patties, kebabs and the World Famous Mad Butcher Sausage Range – some say the biggest & best in NZ! All meat sold in our store is delivered fresh each day and processed on site by skilled staff so we guarantee you the very best in quality, range and price.

We are your local Butcher Shop – just like grandma used to go to – and the only local butcher open from 7am to 7pm 7 days a week!

Newsflash—Blossom Parade Day

The recent Blossom Parade was a great success especially with the addition of the Canadian and French rugby teams and the whole RWC themed floats! Well done to the Blossom Parade event managers!

However, the market in the central mall, which included some stallholders selling tee shirts, sunglasses etc was not viewed positively by many of our retailers. HCBA, on behalf of retailers requested the Blossom Trust Board to reconsider having these stalls. The Trust has now informed us that next year, 2012, **there will be no market stalls in the CBD Mall.** This is extremely positive for our retailers and we thank the Blossom Trust Board for this decision. There will also be changes made to the entertainment held in the CBD Mall on that day as well.

We look forward to the 2012 Parade and our retailers participating in a promotion in the morning where shoppers will be encouraged to come into our city shops. HCBA will be exploring ideas for this to encourage full participation by retailers, so watch this space closer to the Blossom Parade time in 2012!

Big Spender Update

What a fantastic three weeks we have had so far with our "Having a Ball Big Spender" Promotion! Record entries are being collected every week, over 5000 entries to date and no sign of this abating which is fantastic news for our retailers in Hastings!

Our lucky winners so far include Jeanette Taylor from Taradale who won a \$1000.00 travel voucher from Jenny Nilsson House of Travel and plans to pop across the ditch and catch up with some friends; Ray Ngatai from Napier who had a blast in Kmart Hastings with a \$1000.00 gift card and bought himself an iPod Touch amongst many other items and Leanne King was delighted to learn \$1000.00 was being deposited into her bank account by ANZ!

There are still 4 more weeks of weekly prize draws to be won sponsored by Eftpos Specialists (HB) Ltd, The Telecom Retail Store Hastings, Dick Smith Electronics Hastings and the Mad Butcher Hastings, so make sure you keep encouraging shoppers.....a winner could come from your store!



Photos of our lucky Big Spender winners to date



Hastings City Business Association, P O Box 420,
121 Russell Street North, Hastings
Phone (06) 876 9093 Fax (06) 876 9057
enquiry@hastingscity.co.nz
www.hastingscity.co.nz

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HASTINGS CITY
BUSINESS ASSOCIATION



Word on the Street

September 2011

It's been rugby, rugby, rugby in New Zealand this month with RWC fever spreading throughout Hawke's Bay and it has been great to see Hastings adding to these festivities! The response from our members regarding the flag bunting we provided was unbelievable and it is fantastic to see Hastings all flagged up!

Archibald our RWC Mascot has had an exceptionally busy time out and about. The positive comments have flowed in about his ability to embrace people young and old. Archie has spent a lot of time in our CBD and we have a number of photos on our website and facebook pages - make sure you check him out on these sites!

We have also had nearly three weeks of the "Having a Ball Big Spender" promotion and wow has this kicked off to a great start! Thank you to our wonderful sponsors for providing the weekly \$1000.00 prizes ...you are amazing and to see the number of entry forms which are collected each week is quite overwhelming. There are without a doubt many shoppers shopping it up in Hastings so well done to all of you who are participating. Your customers do find it exciting to have the opportunity to enter the weekly draws and the winners to date have been ecstatic with their prizes!

Our AGM/Member "Get Together" was great, thank you to those who attended. Our next "Get Together" will be in November and quite possibly hosted by one of our Members. We will also have an exciting Guest Speaker so watch out for our notices about the date and time for November!

The next month continues with Big Spender, Archibald and then before we know it, it will be Christmas! We look forward to this time of year and hope this Christmas will see some busy trading days leading up to the big day itself.

Combined with the sunny weather we have seen lately, here's hoping for a great month making the most of the remaining RWC festivities and International visitors to our city!

Kind regards

Jane

Newsflash—Charter Hall Update

Charter Hall was requested to provide further information to Hastings District Council so to date there has been no indication of the notification of this application. We now have from Members a formal mandate to oppose the application from Charter Hall. We will be preparing that submission as soon as we know what the next step in the process will be. We will keep you informed throughout this process, so keep an eye out for a notice from us.

Staff News at HCBA

It's been a very busy time reorganising staff at HCBA. We said goodbye to Rosemary last Friday. Her resignation created a vacancy which Joanna [our Event and Promotions Manager], will fill when she returns from parental leave in November. This means that Andrea has now accepted a permanent position as the Event and Promotions Manager! Confused....well Jane was for a week or two but the resulting changes are very exciting and HCBA looks forward to November when Joanna returns! In the meantime we are fortunate to have a temp filling Joanna's new role, Ruth Hingston. Ruth is learning the ropes as we speak and we welcome her to the team!

Dates for your Diary

- **7 Sept - 26 Oct: Having A Ball Big Spender Promotion**
- **November: Member Get Together (Date and venue TBC)**