



Kooky Staff Member Wins Award for Inspirational Customer Service

She may work for Kooky but Whangarei's Lorraine Young is apparently only crazy about looking after her customers.

Mrs Young, who works for Kooky's Whangarei women's clothing store, has won a national award for providing inspirational customer service.

She was nominated by Whangarei woman, Yvette Watts, for helping her solve a woman's worst nightmare – a badly fitting wedding outfit.

In her nomination of Lorraine for an MYOB Awesome Service Award, Yvette says that after going to the trouble and expense of having an outfit to wear to her son's wedding made by a dressmaker, the result was an unwearable disaster.

“In a panic I rushed into Kooky in tears to grab anything that would fit. Lorraine calmed me down, wiped away the tears, and together we found a suit that worked for me.

“Unfortunately there wasn't a jacket to fit in the store, so Lorraine hunted one down in a Kooky store in Wellington and had it couriered to my daughter's house in Tauranga.

She then wrapped the rest of the outfit in tissue and gave it to me to take home without any form of payment. Visa numbers were phoned through later.”

“Her service, compassion and professionalism was outstanding and I really hope she wins this award!”

Auckland Chamber of Commerce Chief Executive, Michael Barnett, who judges the awards, agreed.

It is fitting that a Kooky staff member in Whangarei has won the award. The creator of the brand, and designer of Kooky clothes, Suzanne Lee Sowry, grew up in the city.

Kooky has 15 stores around New Zealand and a factory in Wanganui that employs 20 people. Kooky employs another 60 people to run its stores. To find out more about Kooky see www.kooky.co.nz

Ms Sowry says “We are absolutely rapt that Lorraine's efforts have been formally recognized in this way. It is such a competitive industry and, aside from producing fabulous designs, customer service is really the only other major way a clothing retailer can stand out.”

“We are extremely proud of Lorraine and derive a huge amount of satisfaction from the fact that Kooky saved the day for Mrs Watts.”

MYOB Awesome Service Award winners are nominated by people impressed by the service of individuals in business. Auckland Chamber of Commerce chief executive, Michael Barnett, judges the nominations on behalf of all Chambers in New Zealand.

The MYOB Awesome Service Awards are supported by MYOB, Newstalk ZB, Fairfax Media, Michael Hill International, Hewlett Packard and the ASB.

Award nominations can be made online to www.awesomeservice.co.nz.

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The MYOB Awesome Service Awards publicly salute people in business who are nominated by customers for giving them great service. Auckland Chamber of Commerce Chief Executive, Michael Barnett, judges the nominations on behalf of all Chambers of Commerce.

