

WHAT DOES GREATNESS LOOK LIKE?

LISA

"To me, great is the small/unexpected things that get added to my shopping experiences.

Like when the lovely lady making my daughters fluffy (it's a frothy milk drink for littlies) asked her if she wanted a pink or white Marshmallow! Now we all know they taste the same, but it made her feel extra special."

NOAH

"I've had major ramen withdrawals' since moving back from Melbourne and my partner and I have been on the hunt for the best ramen in Auckland.

I can confidently say we've gone to Genzui Ramen Bar, Kirauku ramen bar and ramen TAKARA in Ponsonby. BUT nothing beats Tanpopo ramen on Anzac Ave. It's probably the least attractive ramen bar out of all of them. There's no bells and whistles here, but the staff is super lovely, and considerate and their energy is always amazing and always leaves you feeling warm and wonderful.

The ramen itself is not over-complicated, but very well refined. They focus on what is important, which is the flavour of the broth. They have an excellent variety of broths from all notable ramen regions too and as a plus, they have a tasteful variety of additions that you can customize your ramen with to suit your own personal tastes.

I'd happily sit in this non-assuming little hole in the wall and have the most flavourful broth than a fancy restaurant where the staff is pre-occupied and the broth sub-par. To me Tanpopo is greatness.... They have an amazing product, and people who seem to love to be there"

ANDREW

"When I moved to London and was wandering the streets of SOHO during my first couple of days there, I came across a boutique clothing store which caught my eye.

The guy working that day took me deep into detail of the brands origins, story and quality behind the garments. He also took a genuine interest in my background and reasons for making the move over.

Spending a good 45 mins there, I soaked up all his knowledge about the city and things to do. Never did I feel pushed into buying anything that day, but because of the genuine connection made, I ended up back at the store many times during that following year for both the quality chats and to purchase clothes. A little extra can go a long way!"

GEN

"I had a great customer service experience on an international flight recently.

The flight attendant greeted me by name on boarding the plane and then recalled my name later on during the service while chatting in an informal and natural way.

Hearing your name may seem like such a little thing but really made me feel much more valued as a customer and helped alleviate some of the pain of a 3am morning start!

I've certainly been on flights where the service was well below par and so receiving, friendly, personalised service was certainly noteworthy."

SVEN

"Recently I had to head off to Hong Kong for some meetings and realised my suit was looking somewhat tired. *Apparently beige isn't timeless, who knew?*"

I don't enjoy buying suits and find formal wear shopping tiring at best. But I needed one, so I headed off to Sylvia Park, and after looking through a couple of menswear stores discovered purchasing a suit is more process than a transaction.

I was having no success whatsoever and thought I would try Barkers as a last-ditch option. Not a store I would regularly shop in. The service I received was excellent, they seemed to sense immediately I was a results-based shopper and found me almost exactly what I needed and sharpish.

Now the "almost" part was the suit required a couple of alterations which they were able to complete in the 2 days I had left before departing on my travels. That's quite a short led time.

The part that I particularly enjoyed is during our conversation they worked out that I lived close to their Ponsonby store. So they had the suit altered and delivered ready to fly on short notice to a store conveniently located near my house. Great result!"

HENRY

"Most mornings I wake up early before work and head down to the gym.

It makes sense to workout in the morning as it's much closer to work and I beat the traffic. Now I definitely wouldn't say I'm a morning person; however the staff always manage to lift my mood. Even though they're already at work very early, they never fail to have a smile on their face and ask you how your day is going."

RAJI

"When they make you feel like a million dollars and its okay to try everything and anything on.

My greatest shopping experience has always been shopping at Mecca Maxima where I always feel super special and the staff are incredibly lovely and WANT you to try on everything which I love.

I even exchanged a foundation 3 months old that was 3 shades too dark and the staff were like 'omg Raji we can't have you wearing that! bring it back' - how cool is that! Maybe that's why I always walk out spending \$\$\$"

KRIS

"I had a really great experience when I went into Platypus Sylvia Park just to browse around and had both my young daughters with me and the youngest kept walking around trying to climb onto the seats and stalls for the shoes.

The team there was just really accommodating and reassuring that she was fine every time she knocked over some shoes. During that time I had another staff member help me with sizes and she even went out of her way to go and grab some lollies from their back room to give to my kids, which I thought was really kind and awesome.

They really engaged with myself and my kids finding out their names and how old they were, plus general conversations other than products and trying to sell me something.

The customer service was genuine and not pushy, I ended up buying shoes for my daughters and 2 pairs of shoes for me even though I didn't really need them but because of their customer service, it made me want to buy some new sneakers."

SADIA

"I was invited to an Abba inspired house party a few months ago. Now I'm an Abba fan but I had no idea where to begin and had less than 3 hours to find the right outfit and get to the venue which was a 2 hour drive!

I decided that I would start with accessories so headed to Lovisa which was quite busy at the time. The stylist greeted me straight away and began helping me find the right jewellery for the event. She asked me all the relevant questions from what I will be wearing to what I will be doing with my hair. When I let her know that I wasn't sure and I was on a time restriction, she went out of her way to find matching accessories that would work with the theme – she even pulled out photos of the Abba gang and told me which look would be best for me. While we were on the hunt for the right accessories, she made an effort to get to know me and find topics to discuss that we would both be interested in.

We found the right accessories after just 10 minutes then she proceeded to tell me that she wants to ensure I have the right clothing and shoes to go with the theme so..... she took her break and together we found the right clothes and shoes for the outfit!!

I was so impressed by her commitment, honesty, customer service and friendly yet professional approach to her role that I offered to take her a drink when I arrived back in Auckland. Needless to say, Alina and I are now very good friends!

For me, this is what great looks like. Having the ability to strike up a natural conversation and willingness to go that extra mile to ensure the customer receives the full package they are after. P.S. I LOOKED AMAZING!!"

CASS

"I recently went into North Beach because I saw a jacket on a mannequin I really liked.

The staff were really friendly and super helpful. They were great at making me feel welcome and they know their stuff. The lady that helped me knew exactly what I was talking about and gave me great feedback on how it looked on.

You know it's a good store when you want to go back and I will definitely be going back."