

## CUSTOMER SERVICE AWARD WINNER JULY 2017

### BEN NIMMO – ESPERANCE CAFE



Ben Nimmo was named July 2017 winner of the ECCI Customer Service of the Month award. Working at the newly opened Esperance Cafe in Museum Village, Mr Nimmo brought a warm vibe to the local cafe. Mr Nimmo said he had worked at the cafe, run by Brian Gallop, since it started. He said his role varied from a barista and dish washer to a cook. “I do a bit of everything,” Mr Nimmo said. The cafe was a fun environment to work in and he and his colleagues had a great dynamic. “I started when we opened up in April. There’s a small team here. There’s about half a dozen of us together and we’re all good friends,” he said. Business at the cafe had been steady, pinning fluctuating customer numbers to the weather. “This is an outdoor cafe predominately, which makes it a little bit difficult for us to keep people warm, but it’s been good. We’ve been steady,” he said. “We started in the quiet season, which has probably been good in hindsight because it means we’ve had quite a bit of time to prepare things... and see where we’re at, when it starts to get a bit busier. “We’re lucky in the fact that we’ve had quite a few regulars that keep coming back. Which is really good.” Mr Nimmo said he always strived to achieve the best customer service possible. He said he considered the service he’d like to receive when dealing with customers.

“When people go out I know that people like to have a good experience. No matter how I’m feeling on the day I just try to make other people happy,” he said. Mr Nimmo received votes for his friendly attitude and for being himself.