

CUSTOMER SERVICE AWARD WINNER MARCH 2018

BROOKE SMALL – DEMPSTER HAIR AND BEAUTY



Dempster Hair and Beauty senior hairdresser Brooke Small was the recipient of the ECCI March 2018 customer service award. With more 10 years worth of experience, Ms Small said the profession had allowed to her to show and explore her creative side. “I have been here just over 4 years and I do pride myself on keeping everyone happy and maintaining a good relationship with my customers,” she said. “I think it’s awesome to work alongside all of the girls, it’s really fun and we’re just a really good team.” Dempster Hair and Beauty owner Lee Blok said Ms Small was very capable and responsible with a fantastic work ethic. “She is my go-to lady when I am not here; she’ll take over and run the salon,” she said. “The thing about Brooke is that she knows everyone by first name, even clients that aren’t her own. “It’s a very good attribute. “We work as a team but Brooke has been really outstanding.”

Ms Small was nominated for her bright, happy and friendly personality, having gone above and beyond with her customer service. “Her rapport with children is wonderful, making the sometimes stressful task of a toddler haircut as pleasant and enjoyable as possible,” the nominator said.