

CUSTOMER SERVICE AWARD WINNER MAY 2018

ASHTON BEE – BRADSHAW'S PHARMACY



Two separate nominations in the month of May 2018 saw Bradshaws Pharmacy pharmacist Ashton Bee awarded the ECCI customer service award. In the nominations, the pharmacist was described as being very customer focused, having taken the time to make them feel “validated”. “He is the most helpful person I have ever met,” the customer said. Mr Bee said a change in circumstances and a desire to start again were what drove him to move to the region a little over a year ago. Having originally studied engineering, Mr Bee said that he found himself losing interest in mathematics and physics and decided to change directions. “They were calling for more pharmacists, and I had always enjoyed chemistry, so I applied and I got in,” he said. “It was a pretty rough introduction to customer service for me because I was a maths student who didn’t know how to talk to people. “It quickly brought me up to speed.” After working in Perth for several years, Mr Bee began studying medicine before deciding he needed another change. “I had grown up in Narrogin and the country lifestyle appealed to me,” he said. “I thought I’d move away and find a nice chemist to work at.” Mr Bee said the most rewarding aspect of his job had been seeing people ‘pick up’ and improve. “It isn’t always necessarily something I have done but I know that I have facilitated it and helped it along,” he said.

“It’s good to see that you’ve made a difference. “You certainly don’t need to get recognition for it – you can see it and that’s just as good.” Mr Bee extended thanks to his colleagues for their ongoing support.