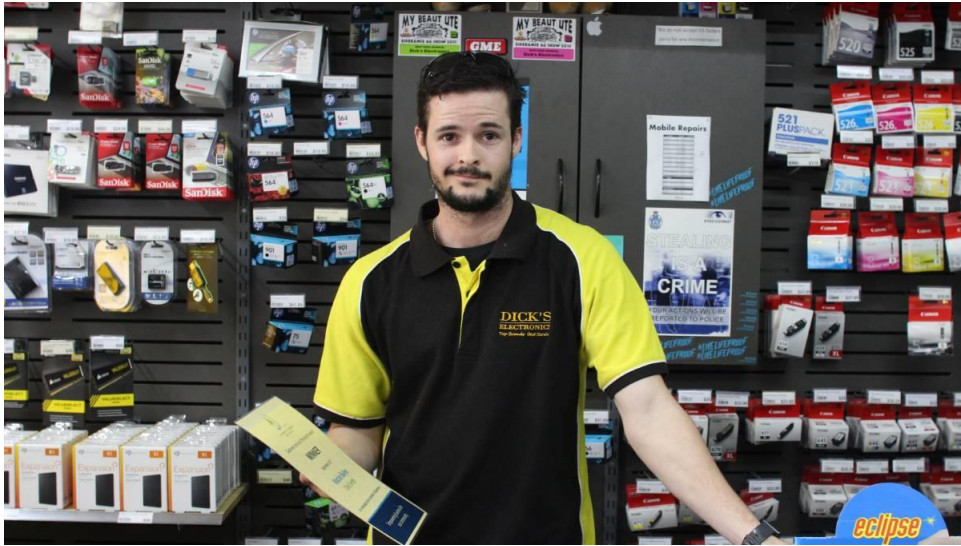


CUSTOMER SERVICE AWARD WINNER SEPTEMBER 2017

MACKIE BAILYE – DICK’S ELECTRONICS



Mr Bailye was nominated for having gone ‘above and beyond’ for a customer in order to retrieve photographs from their iPhone. Dick’s Electronics manager Whitley Ricketts said Mr Bailye was a knowledgeable employee with great customer service. “He’s very knowledgeable when it comes to the products we sell here and he goes out of his way to help customers and make sure they get what they need,” she said. “It’s good for the store, it’s good to know that our employees are giving good service to the people of Esperance.” Mr Bailye said he began his career with the company a little over nine years ago while he was still in high school. “I started working here when I was 16 and went full-time after I graduated,” he said. Mr Bailye said his favourite aspect of the job was his ability to help people. “With what I do, from the technician side of things, I like fixing things, fixing problems is a great thing,” he said. “So, you know, a perfect example is when someone’s phone isn’t working properly and they’ve got 20,000 photos that haven’t been backed up. “When I have a solution to that, it’s great.” Mr Bailye said, given his love of technology, he enjoyed being the first to witness new technology being introduced within the store. “It’s fun, seeing all of the newest stuff come through and having that inside knowledge on it,” he said.

After having been surprised by the award at his workplace, Mr Bailey said he was ‘super happy’. “It’s great, I didn’t expect it at all,” he said.