

Welcome to Christchurch Airport.

As I touched on in the audio-visual presentation, Christchurch Airport - like most Canterbury businesses – has had to battle a perfect storm of nature’s elements over the past year.

But, and as the saying goes, when the going gets tough, the tough get going and I am exceptionally proud of the work the airport team has put in to ensure this vitally important piece of infrastructure has kept going almost continuously through the events of the past 12 months.

These events - be they earthquakes, volcanoes, or the worst snow storms in 40 years, have brought out the best in our team, as they have elsewhere in business in Canterbury – and we are here to celebrate one of them.

Moira Evans today receives the first Master Builders’ Business Hero Award because she typifies why brands and businesses rely on individuals to deliver the promise of great customer service.

The customer who nominated her – Sandra Donohue – could not be here today ... but when told that Moira had been awarded a Master Builders Business Hero Award she was over the moon and in tears.

That's the thing about engaging customer service. It forms an emotional bond between businesses and customers.

So why is Moira the first Master Builder's Business Hero Award winner?

Because she went out of her way to look after a customer.. In fact, several, but her efforts truly connected her with one very grateful customer..

After the February earthquake she and the other Harding's Jewellers family members suspected they would not be able to get back in to the business after they left.

So in a frantic fifteen minutes they rescued all the jewellery they could.

Moira then helped make sure their customers got it back.

Sandra Donohue was so appreciative she nominated Moira for an award.

Why did I accept her nomination as a powerful, and winning nomination?

It, and Moira, tell a great story about how sometimes small things – like a ring – are hugely important to individuals.

So here's to you Moira, and your being the first Business Hero Award winner .