

JETSTAR LAUNCH WELLINGTON TO QUEENSTOWN ROUTE

“We are thrilled that Jetstar is launching a new route from Wellington to Queenstown.

Competition on any route is exciting for passengers, providing new flight options and competitively priced fares” said Wellington Airport CEO, John Howarth.

Having Jetstar on our main trunk routes has been hugely beneficial for Wellington travellers. Over the past two years, more than 750,000 passengers have travelled to or from

Wellington on direct flights for less than \$100 each way. It is fantastic to see these benefits extending to other destinations and we expect the service to be hugely popular for Wellingtonians.

The daily flight between Wellington and Queenstown will launch on December 22, with fares starting at \$79 one way. For more information visit www.jetstar.co.nz.

NEW HAMILTON AIRPORT AVIATION PAINT FACILITY

The commencement of a new aviation paint facility on Hamilton International Airport land continues the support of the aviation cluster located at the Airport.

The Aviation Industry Cluster in conjunction with private investors is investing in a specialist aviation paint facility on the western side of the aerodrome that meets the quality standards, price requirements, and throughput requirements of the wider aviation industry. The facility is to open at the end of 2011 and is expected to be a catalyst for attracting other aviation businesses to Hamilton.



New aviation paint facility Hamilton Airport

FIRST CANTERBURY BUSINESS HERO NAMED

Christchurch woman Moira Evans has won the first monthly Master Builders Business Hero Award for delivering exceptional customer service.

The awards salute Cantabrian businesspeople who impress customers and clients with their service.

Moira Evans was working for Harding’s Jewellers at on the day of the February 22nd earthquake. As soon the shaking stopped ,Moira suspected that once Harding’s staff left the building they would not be able to get back in.

She looked at business owner Jeremy Harding and without saying anything they began to load customers’ jewellery into rubbish bags. Fifteen minutes later they had scooped up all they could and left.

Customer Sandra Donohue had a ring of sentimental value in for repair and did not expect to see it again after the earthquake. To her delight, a few weeks later she received a telephone call from Moira saying she had the ring and would deliver it back to her.

Moira then cycled to Sandra’s home and gave her the ring without charge. Moira continued cycling around Christchurch returning other recovered jewellery items to their relieved owners.

Sandra was so impressed with Moira’s service she nominated her for a Master Builders Business Hero Award.

Christchurch International Airport chief executive Jim Boulton judges the monthly awards and says Moira’s customer service is a compelling example of how great customer service wins customer loyalty. “As the saying goes, when the going gets tough, the tough get going and engaging customer service forms an emotional bond between businesses and customers.”

Registered Master Builders Federation chief executive Warwick Quinn says the Business Hero Awards are a way of

acknowledging those Cantabrians who have gone beyond the call of duty and provided outstanding service “during what has been, and will no doubt continue to be, trying times.”

“Master Builders see the awards as providing the people of Canterbury with a mechanism to tell their stories about the incredible people in business who have produced hundreds of stories of inspirational customer service.”

“Over the next year their stories will be profiled on the Business Hero Award website (www.businesshero.co.nz) and Jim Boulton will select a monthly Master Builders Business Hero from those nominated by happy customers and clients”

Awards organiser Grant Woolliams says the past year has graphically demonstrated how much we all rely on individuals in business to keep us going.

“On the anniversary of last year’s September 11 earthquake, Earthquake Recovery Minister Gerry Brownlee summed up the rationale for the Master Builders Business Hero Awards, when he said the innovation shown by business owners and their staff is a tribute to the entrepreneurial spirit of the city’s business leaders and workforce.”

As well as becoming “world famous in Canterbury” for great customer service Master Builder Business Heroes will each receive a \$500 Hanmer Springs Hot Pools and Spa gift card.

Complex manager Graeme Abbot says the springs are a haven for Cantabrians escaping stress. “We think this is a neat way to say thanks for your service - come and relax with us.”

The Master Builders Business Hero Awards are supporting awareness of Habitat for Humanity New Zealand and its volunteer work in Canterbury.

Mr Woolliams says Habitat for Humanity was chosen because it is supported by public donations and volunteers and is undertaking housing repairs and maintenance that compliments other agencies.



From left to right: Jim Boulton CIAL CEO, Moira Evans and Warwick Quinn CEO Registered Master Builders Federation

HAMILTON INTERNATIONAL AIRPORT ANNOUNCES PROFITABLE YEAR

Hamilton International Airport announced a \$111,000 net profit after tax for the year ending 30 June 2011 at its annual general meeting on October 17 in Hamilton.

The profit follows on the back of two consecutive years of deficit.

Chairman, John Birch, said “this is a solid result for the financial year. It is our first full financial year of earnings from international travel through our partnership with Pacific Blue and reflects strong growth in domestic passenger numbers.”

Mr Birch says the Airport was headed for an excellent year-end result until it was severely affected by three natural disasters in the second half of the year. “Queensland is our largest international market and that region’s disastrous floods severely affected international passenger numbers to and from that region.

“In February, the Christchurch earthquake had a major impact on domestic travel in and out of that region, which is one of Hamilton’s largest domestic markets. In fact, total domestic passenger numbers for the first six months of the year tracked

on average 23% ahead of last year. But, growth dipped to single figures from February through June,” he explains.

In addition, toward the end of the year the ash plume from the eruption of Cordón Caulle in Southern Chile resulted in a number of cancelled international flights, while affecting international and domestic schedules across Australia and New Zealand.

As a result of these natural disasters, the Airport recorded 46,000 international passenger movements, down 14% from last year. While aircraft movements were also down 21,000 on last year - at 102,000 – this was largely the result of lighter pilot training numbers.

Domestic passenger numbers totalled 316,000 - up by 36,000 on last year. Mr Birch said “the increase in domestic traffic, despite the impact of the earthquake, follows a national trend and was a reflection on the economic turnaround at the time.”