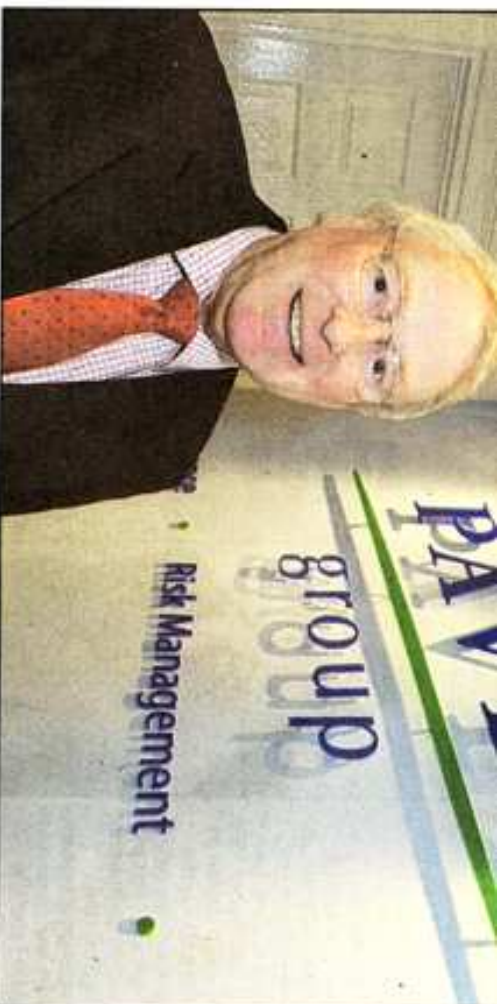




■ **CRUST RIGHT:** The Sandwich Bar, from left, Rachael Flannigan and partners Liz Byrne and Paul Snowdon

PHOTO: Andy Uglow HE121108\_AU03\_01



■ **COMMITTED:** Michael Pavey of the Pavey Group

PHOTO: Torquill Macleod HE101108\_TM04\_01

# Putting customers first

A SANDWICH bar, hotel and insurance company have been short listed for the South Devon Excellence Award for the Best Customer Service.

The Sandwich Bar, Victoria Street, Paignton has been owned by Liz Byrne and Paul Snowdon since 2007. They say that they go the extra mile in the competitive environment. They offer a free delivery service on foot and free tea or coffee if customers have to wait for their order.

Mr Snowden said: "We have successfully placed customer service at the heart of our strategy. The result is a significant increase in sales and profitability."

Saltcombe's Soar Mill Cove Hotel, which has also been nominated in the Best South Hams business category, offers a 'hidden gem with a warmth of care that will make you want to come back.'

Owner Keith Makepeace said that the hotel provides anniversary flowers, a guest's favourite pillow and turns complaints into 'a chance to shine'.

He said: "We will achieve the greatest success and will eclipse the best to be better than the rest."

Torquay-based Pavey Group said that its customers feel valued.

The company is a leading provider

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By **HANNAH TAYLOR**

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of insurance, risk management and financial services in the Westcountry.

Michael Pavey said: "We are committed to continual improvement, we are never complacent and listen carefully to customers."

"The resulting mix of well trained and informed employees, satisfied loyal customers and a thriving regional business indicate that Pavey Group fully understands the importance of treating customers fairly."

"The business awards ceremony is now in its second year and is designed to recognise the

achievements and success of local companies.

Winners will be announced at a ceremony at South Devon College on Thursday.

The Best Customer Service category has been sponsored by coach holiday company Shearings. Karl Emmott, Director of Hotels Operations at Shearings said: "We pride ourselves on the customer service we offer."

"Delivery of consistently high standards of service ensures that we stand out from the crowd and have a loyal customer base."

"It's important to remember that commercial success comes from success with our customers and that is why we are delighted to be sponsoring this award in recognition for excellence in customer service delivery."



■ **HIDDEN GEM:** Keith Makepeace pictured in the lounge at Soar Mill Cove Hotel

PHOTO: Arthur Kay HE111108\_AK02\_01