

# 5 STAR Dunedoo wins 2016 Customer Service Excellence Award

5 Aug 2016, 2:30 p.m.

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WINNERS: SPAR Guild Council deputy chair Bob Little, 5 STAR Dunedoo Trish and Tim Booth and managing director SPAR Australia Lou Jardin.

Owners of 5 STAR Dunedoo mother and son, Trish and Tim Booth and their family have won the 2016 Customer Service Excellence Award at this year's SPAR Australia annual Gala Awards Dinner.

Over 300 retailers, suppliers and media, as well as the directors and staff of SPAR

Australia joined to celebrate the achievements of SPAR Retailers over the last year.

It's not the first award for Dunedoo 5 STAR that was the Store of the Year in 2014.

Stores who were considered for this award were assessed against criteria incorporating the service this store provides their customers, the constant positive feedback received about the store and the retailers' ongoing efforts to continually find new ways to better serve their local communities.

"5 STAR Dunedoo is a fantastic country store who focuses on catering to every need of their customers," SPAR Australia said.

"The range in this store is extraordinary as they constantly order in products to satisfy customer requests.

"They understand the importance of Australian products in their community and actively flag these lines with 'Proudly Australian' tickets.

"To provide even better service, the store is being extended to feature a new fresh area which will provide an improved shopping experience for their customers.

"Providing ready-made meal solutions for locals is just another way this store goes above and beyond to serve their customers.

"SPAR Australia congratulates 5 STAR Dunedoo on being awarded the 2016 Customer Service Excellence Award, particularly with such significant competition for this award.

"Since becoming Managing Director of SPAR Australia in December 2010, Lou Jardin has vowed to continue to provide competition at the wholesale level, ensuring independent retailers are able to source deals that allow them to compete in the market and ensure the survival of family businesses in the grocery industry."

SPAR Australia supplies grocery products and marketing and retail support services to approximately 300 independent retail supermarkets including the SPAR, 5 STAR and Jardin Fresh Life banner groups.