

TRADE BUSINESS OF THE YEAR

JOINT WINNERS

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Reflex Glass & R&R Quality Homes

REFLEX Glass' Kristian Jones said he was "really surprised" to find that his business was the joint winner of the Trade Business of the Year category.

"It's nice to be recognised for all your hard work," Mr Jones said.

"If you're committed to what you're doing, you will succeed."

The business, which is owned by Kristian and Deanne and features a staff of eight, has been operating from their Sisely Avenue facilities since 2008.

Reflex Glass sells a wide array of glass and glass related products in its spacious showroom, as well as items such as security doors, suitable for new houses or for home renovations.

Mr Jones said Reflex Glass initially entered the awards as a way to get feedback about their business and customer service.

He said that Reflex Glass prides itself on their strong customer focus, and this had been reflected in the feedback from the judges.

"We listen to what they want, and advise on the best possible way to do that," Mr Jones said, describing his team as "honest, reliable and hardworking".



▲ **TRADE BUSINESS OF THE YEAR: Chris Haddrick (ATEL AusNac), Andrew Withers (ATEL), Kristian and Deanne Jones (Reflex Glass), and Rob and Nicole Humphreys (R&R Quality Homes).**

A "SURPRISE" anonymous nomination led to a joint win in the Trade Business of the Year category for R&R Quality Homes.

The business, run by Rob and Nicole Humphreys, has been around for 11 years, although Rob has 25 years of experience in the building industry.

Mr Humphreys said he was "quite surprised" at the win.

"It is good to get feedback and appreciated for the hard work you put in," he said.

R&R Quality Homes specialises in the construction of quality homes in the Wangaratta area, but has also built homes as far afield as Melbourne, as well as in towns such as Yarrawonga.

Mr Humphreys said the business, which has three full time employees and 20 subcontractors, believes in "good service and producing a good product".

He congratulated Business Wangaratta and Nolan Media on holding the awards, saying that it was a very enjoyable night and a beneficial initiative for the local business community.

"It's a great thing for Wangaratta to have these awards," Mr Humphreys said.

JUDGES COMMENTS

"Reflex Glass was established in Wangaratta in 2006 and has obviously adopted a very customer focused style of business operation.

It has the ability to meet virtually every customer requirement, including glass cutting, showerscreens, mirrors and glass splashbacks.

The company has built up a large clientele right around the North East, and a key part of that has been their excellent online presence with a very informative and well-designed web site.

It is a business which has grown quickly through a very modern marketing approach, backed up by a big stock range and top class customer service, particularly in relation to response times."

JUDGES COMMENTS

"R&R Quality Homes is a long established building company which enjoys an excellent reputation built on the quality aspect, as the name suggests.

The company prides itself on designs with a difference, and has been entrusted with some of the biggest residential projects right around the North East.

The company also prides itself on meeting every customer wish and then reinforcing this with a high level of back-up service.

It is a company which has stood the test of time by focusing on using the best in local tradespeople to produce a quality outcome."