

13th Annual COBE Awards

Celebration of Business Excellence

2009 winners



NEW WESTMINSTER
CHAMBER OF COMMERCE



CATHY BACH, VICE PRESIDENT - WAVES COFFEE HOUSE (NEW BUSINESS OF THE YEAR)

Q. How did you feel when you first learned you'd been nominated?

A. Very excited & happy. Honoured.

Q. How did you feel when you heard your name called as a winner?

A. We were Thrilled!

Q. Do you have any lasting memories or impressions from the event itself?

A. It was such a warm & inviting group. We've said over & over among ourselves that New Westminister has always greeted us with open arms – so much so that we moved our Head Office here!

Q. Has earning this honour impacted your business in the past year? How?

A. We believe it has. It has given us a greater profile within the community.

Q. Is there anything else you'd like to mention?

A. As we already mentioned, New Westminister has made us feel so welcome and has treated so well that we moved our Head Office here. Receiving this Award just topped it off. It's lovely!

KRISTIN SCHUMACHER, OWNER / OPERATOR - KITTY KOMPANY (HOME BASED BUSINESS OF THE YEAR)

Q. How did you feel when you first learned you'd been nominated?

A. Fabulous! It's quite an honour to know that some people are that happy with our service – to the point where they would want to nominate us.

Q. How did you feel when you heard your name called as a winner?

A. Great! Flabbergasted! What an honour! It's wonderful to get such recognition because then people take us seriously as a business. There are so many people who do this as a hobby that being taken seriously can sometimes be a struggle. We do between 4,500 – 5,000 pet sits a year and our team works 365 days of the year so when most people are away relaxing and enjoying the holidays etc., we're taking care of their pets. There are many 12 – 16 hour days. Knowing that we were being acknowledged with several prominent people like the Mayor in the room felt really good too.

Q. Do you have any lasting memories or impressions from the event itself?

A. I was glad I was able to say a few words to thank my staff, my clients, the Chamber and Douglas College Self-Employment Programme. I always like to acknowledge Douglas College because they've really supported me even presenting me with Entrepreneur of the Year Award a while back. I loved the collage on the slide presentation because it showed several team members with clients' pets. It was important that they get acknowledged too because I couldn't run the business without them.

Q. Has earning this honour impacted your business in the past year? How?

A. Any time you're recognized in the community, it's good. We put it on our Website and it's like having the Chamber of Commerce Stamp of Approval. It helps to build trust which is especially important because our clients are inviting us into their homes. We are now one of the largest pet-care services in the Lower Mainland and as we approach our 10 year anniversary, we have some exciting ideas about how we'd like to further expand.

Q. Is there anything else you'd like to mention?

A. Oh yes! Right after the event I received a hand written letter from Mayor Wayne Wright. I thought that was really something – the fact that he would take time out of his very busy schedule to send me a note – that meant a lot. I'd also like to thank the Chamber for this opportunity.

URSULA PETROV, ADMISSIONS ADVISOR - SPROTT-SHAW COMMUNITY COLLEGE (LARGE BUSINESS OF THE YEAR)

Q. How did you feel when you first learned you'd been nominated?

A. Honoured. We were so excited. We've gone to so many COBE Awards events so it was great to be there this time as a Nominee. Knowing this is what we do day in and day out and getting acknowledged for it was wonderful.

Q. How did you feel when you heard your name called as a winner?

A. Actually it's a blur. I know Doug Beveridge stood and received the Award for us. Honoured.

Q. Do you have any lasting memories or impressions from the event itself?

A. I learned a lot about other businesses in the community. It's nice so we can all be supportive of one another. Sometimes in the past I've been to a local restaurant or a jewellery store and I've seen a COBE Award on their wall - It felt really special to now be a part of this elite group. The Mayor who was there and spoke at the event is ideal for this city. He is friendly, professional and he gets the big picture.

Q. Has earning this honour impacted your business in the past year? How?

A. Yes. We made a gold sticker announcing that we won a 2009 Business Excellence Award. We used it when we sent out information. We actually received feedback from some of our enrolling students that it was that Endorsement that convinced them to choose Sprott-Shaw Community College.

Q. Is there anything else you'd like to mention?

A. Thank you again for the honour of holding this title for 2009. Best wishes to all the winners. On behalf of Doug Beveridge, our campus director, our wonderful staff and myself, we are honoured to have received this community Award. Our organization has been a part of this community for over 15 years and feels privileged to be able to train and educate our future nurses, care aids, early childhood educators and business professionals. We are a dedicated staff whose number one objective is to see our students succeed. To be recognized for what we love to do is definitely an honour.

