



rebel hair snippets summer 2009



rebel hair
BY MARTINA
028 9066 1001

Rebel Hair Short listed for Customer Service Excellence at Belfast Awards Night



Back in July 2008 I got a letter from Belfast City Management detailing how to enter the City Business Awards for 2008. There were lots of different categories to choose from including Best New Start, Best Business Growth, Best Creative Business, Customer Excellence, Best Contribution to Education etc. I was interested in entering the Customer Excellence category because it is so important to our business and so I talked it over with the team members. Everyone thought it was a great idea, so I got to work filling out the application forms on time.

The letter from the City Management stated that the short list for the award would be

decided by a mystery shopper!

Then, around 15th October we got a letter from Belfast Awards to say we had indeed been short listed from over 100 entries down to the last 6.

We were not only delighted but excited because we were also invited to come along to the awards dinner in the Waterfront Hall in November.

So on 15th November we got dressed up in all our finery and arrived at the Waterfront Hall. There was a Champagne Reception followed by a fabulous dinner. The speakers were the Social Development Minister, Margaret Ritchie, the Lord Mayor, Councillor Tom Hartley and Bill McGiven, Chairman of the Belfast City Centre Management,

The Winners of the awards were announced after dinner.

Unfortunately we didn't win our category, losing out to Millar

Hospitality. But we were proud to have been listed as one of the top 6 businesses in Belfast for Customer Service and we enjoyed a great night out. We look forward to entering again in 2009 but this time to winning the award and being officially recognised as No. 1!



STOP PRESS!
Rebel Hair's Martina Kelly is amongst just 3 finalists in the Hairdresser of the year section of Ulster Tatler's People of the Year Awards, 2009. Follow her progress in the August and September editions of the magazine.
Thank you to all who voted!

Salon Change

It's not just our clients who get a makeover when they visit Rebel Hair – every now and again we give ourselves a makeover too! As you can see from the before and after pictures, we have completely changed our logo and corporate colours – I hope you'll agree that the new image for Rebel Hair is more sophisticated and modern and that the new colours make it much smarter than the old one. So if you haven't been to see us for a while, make sure you don't drive past by mistake! And the makeover isn't just on the outside – from a new reception desk design to a whole host of customer service ideas some of which are outlined in the article 'What's New?' overleaf, you'll hardly recognise us!

