



Winners of the 2017 Sure Customer Service Awards with Island FM's Richard Harding, who presented the awards in Market Square. (Picture by Chris George Photography)

# Moore's is judged best for customer service

MOORE'S HOTEL was the overall winner of this year's Sure Guernsey Customer Service Awards.

The winners were announced at a presentation ceremony in Market Square.

Individual and team winners represented a broad spectrum of the Guernsey business community – all sharing a commitment to delivering excellent customer care.

The overall winner for 2017 was the team at Moore's Hotel. A finalist in previous years, managing director Karel Harris was delighted to have finally been chosen as a winner.

'I honestly can't believe it,' she said.

'I would like to thank all our customers who have voted for us over the last few years – this is a dream come true, thank you all.'

Sure's chief customer service officer Charlotte Dunsterville said customer service was very important to the telecoms company.

'We recognise that customer feedback is a vital means of improving the services we provide our customers,' she said.

'The calibre of nominations continues to

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demonstrate that we live and work in a community that is open, friendly and motivated to provide the best service possible. Having to judge more than 11,000 nominations made the job even harder than normal but some very worthy finalists and winners have been chosen; congratulations to everyone who was nominated – you're a credit to our island.'

The humble volunteer award went to Doreen Homer for her work with the Treasure Chest for Guernsey Cheshire Home.

The Eddie Saints Memorial Trophy, which is named after Sure's former chief executive officer, who died suddenly earlier this year, was presented to Vaughan Davies for his work setting up Vinyl Vaughan's record shop.

Guernsey Chamber of Commerce director John O'Neill said the improving levels of business excellence in the island were demonstrated in this year's awards.

## Other winners ...

**Self-employed** – Dani Stevens Photography

**Aspiring star** – Aaron Mahy, Duke of Richmond Hotel

**Individual** – Marion Le Fricc, Lloyds Bank

**Team** – Lloyds Bank

**Food, drink and hospitality** – White d'Or

**Tourist attraction** – Castle Cornet

**Business** – Bridge Dental Clinic

**States/public sector** – Joanne Murphy, Brock Ward, PEH

**Use of social media** – Rousse kiosk

**Innovation** – Pukka Tukka pet foods

'After reviewing and adapting the awards to ensure that they continue to meet the business community's needs, we saw a substantial increase in entries, so much so that the decision-making process took longer than anticipated – it was just so difficult to choose,' he said.

## Man is accused of motoring offences

A MAN has appeared in court accused of driving whilst disqualified, drink driving, and driving without insurance in relation to an incident that is alleged to have occurred at Les Banques, St Peter Port, in the early hours of yesterday morning.

No pleas were entered by Jason Byrne, 44, of Naigy Contan, Retot, Castel,

Crown advocate Chris Dunford told the court the case would be committed to the Royal Court on 26 July.

A bail application was refused and the defendant was remanded in custody until then.

## Two drivers come to blows after collision at KGV

TWO motorists are said to have come to blows following a collision at the KGV Playing Fields at Rue Cohu, Castel.

Guernsey Police are appealing for witnesses to the incident which is believed to have occurred at around 9pm on Wednesday.

They say the incident involved two vehicles colliding, which was then followed by an altercation between the drivers shortly afterwards, in the area of Les Baissieres, St Peter Port.

Anyone who witnessed either part of the incident is asked to contact PC 123 Cusack on 725111.

Alternatively they can contact Crimestoppers, anonymously, by calling 0800 555 111.

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<p><b>Aries</b> Mar 21 - Apr 20</p> <p>Beware of taking your best friend or romantic partner for granted. You've been pouring a lot of energy into your career. The desire to get ahead is admirable, but it shouldn't replace your personal life. By scaling back your work obligations, you'll begin to breathe deeper and relax more. The prospect of taking a few hours off won't fill you with panic. Best of all, you'll look forward to connecting with your nearest and dearest. Bring your life back into balance again.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (1)*</p>	<p><b>Taurus</b> Apr 21 - May 21</p> <p>You've always been a hard worker, but there's a limit to how much you're willing to do. When your job becomes unrewarding, you start pulling away from your duties. You begin indulging in vices and neglecting responsibilities. This is incredibly inconvenient for colleagues who are depending on you. To stay in their good graces, make sure you are doing what is necessary to stay on top of things. It may be necessary to work over the weekend to catch up.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (2)*</p>	<p><b>Gemini</b> May 22 - June 22</p> <p>A financial risk will backfire. If someone asks you to invest in a business venture, turn them away. You work hard for your money and don't want to lose it. The best way to establish financial security is slowly. Have a percentage of your income automatically diverted into an investment portfolio. At first, the results will overwhelm you. Be patient. As the balance starts to grow, you'll feel more confident about your ability to retire in comfort.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (3)*</p>	<p><b>Cancer</b> June 23 - July 23</p> <p>A family member is putting unfair financial demands on you. It's time to have an honest discussion about money. You shouldn't be expected to support someone who has made irresponsible decisions. While you're happy to give what you can, you shouldn't feel pressured into spending every last penny on their wellbeing. Enrolling in a government programme or getting help from a medical association can ease everyone's burdens. There will be lots of paperwork to fill out, so be patient.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (4)*</p>	<p><b>Leo</b> Jul 24 - Aug 23</p> <p>Be careful when traveling, as people tend to be accident prone. Taking basic safety precautions can save you lots of time, expense and aggravation. If you're struggling with a technical breakdown, shrug your shoulders and walk away. Arrange for repairs to be done and focus on other responsibilities. There's no point in letting frustration overwhelm you. When setbacks like this occur, it's the Universe telling you to slow down and change course. Obeying this advice will result in a satisfying breakthrough.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (5)*</p>	<p><b>Virgo</b> Aug 24 - Sep 23</p> <p>Trying to fill an emotional void with expensive baubles is a losing proposition. If you're uninspired and overwhelmed, turn your attention inward. Make a list of things that make life meaningful for you. You'll be surprised to discover that most of these entries don't involve big outpourings of cash. Simple pleasures like reading, listening to music and communing with nature can restore your zest for life.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (6)*</p>
<p><b>Libra</b> Sep 24 - Oct 23</p> <p>Self-indulgence is creating problems. It's time to push yourself harder than you have in the recent past. If you don't set new challenges for yourself, you'll never fulfil your potential. Stop resting on your laurels and try something new. Painful memories from childhood are keeping you from taking a risk. Stop letting someone who mistreated you to have so much power over your choices. Tune out their voice and be your own cheering section. Dare to dream, even if it means failing from time to time.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (7)*</p>	<p><b>Scorpio</b> Oct 24 - Nov 22</p> <p>Someone who has been taking advantage of your generosity must be cut off. You no longer have the time nor resources for this perpetual victim. Be firm when drawing this boundary. Expect a great deal of resistance. This manipulator has received a great deal from you in the past. They don't want to be turned away from the tap. By preparing yourself for this uncomfortable confrontation, it will be a lot less painful than expected. Have responses prepared and don't back down.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (8)*</p>	<p><b>Sagittarius</b> Nov 23 - Dec 21</p> <p>Imposing your beliefs onto others will cause resentment. It's important to keep an open mind with people who have different outlooks. Discussing religion in the workplace will cause more harm than good. It's best to keep these relationships strictly professional. If you're dealing with a friend or family member, do your best to be respectful. Making jokes at their expense can be hurtful. The victim might be laughing on the outside, but their interior emotional landscape is much different.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (9)*</p>	<p><b>Capricorn</b> Dec 22 - Jan 20</p> <p>Give careful thought to the way you spend and save money. It's possible you're being overly frugal in some areas and too lavish in others. Talk with someone who seems to enjoy their creature comforts. Taking cues from this role model will cause you to look at money in a different light. Don't be afraid to experiment with your spending habits. After a few attempts, you'll hit upon a formula that makes you much happier. Enjoying the wealth you have created is a worthy goal.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (10)*</p>	<p><b>Aquarius</b> Jan 21 - Feb 19</p> <p>Unfulfilled commitments are creating problems. It's time to resolve these jobs. Whether this means pulling out and offering compensation or delivering the work as promised is immaterial. The important thing is to address this problem as soon as possible. The longer this situation draws out, the more difficult it will be to fix. If you've lost the passion for a particular field of work, create a new game plan. Making a fresh start will be less difficult than you think.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (11)*</p>	<p><b>Pisces</b> Feb 20 - Mar 20</p> <p>If you're drowning in debt, take a few deep breaths and calm down. This is not the end of the world. Once you find out exactly what you owe, you can talk to a money expert dedicated to helping people in your situation. An official from this group will help you consolidate bills, lower your interest rate and put you on a payment plan. Are you in good economic shape? Start putting money into a savings account. This financial cushion will protect you from future uncertainty.</p> <p style="text-align: right;">Call my starline for more: 0905 506 6422 (12)*</p>