




Speech By
Steve Minnikin

MEMBER FOR CHATSWORTH

Record of Proceedings, 16 June 2021

ADJOURNMENT

Chatsworth Electorate, Small Business Outstanding Customer Service Awards

 **Mr MINNIKIN** (Chatsworth—LNP) (7.24 pm): This evening I rise to highlight some fantastic small businesses that not only provide high-quality products and services for our community but also back it up with outstanding customer service. Whether it is a government department or a small business, great customer service is so vitally important. As they say, it takes months to find a customer and seconds to lose one. As the shadow minister for customer service, I decided to kick off a new series of awards to recognise small businesses in Chatsworth that demonstrate outstanding customer service. Given it was Queensland's Small Business Month last month, it was the perfect time to launch round 1 of these awards to help celebrate small businesses that contribute to our community and economy. To show my appreciation, last month it was great to visit and congratulate round 1 small business award recipients and present them with a special trophy plaque.

Without further ado, it is my pleasure to acknowledge the following small businesses on their outstanding customer service contribution to the Chatsworth community. In the cafe and bakery category awards, the awards were presented to Backstreet Espresso, the Baker's Corner on Kenrose, Uncle Bobs Bakery and Urban Cocina. In the restaurant category, Elio's Osteria and Giovanni's Woodfire & Kitchen were awarded for their hospitality and delicious Italian food.

Although I do not have any hair to use the many fabulous hair and beauty stores in Chatsworth, I was pleased to present awards in the hair and beauty category to Carina BarberShop—voted best barber shop in Brisbane by the *Courier-Mail* in 2019—Magnolia House in Gumdale, Special FX Hair Studio in Carindale and Zorba Hair—a family owned, longstanding salon that has been in service in the Carindale area for 40 years.

In the fresh produce category, we had Aussie Seafood House in Chandler, Carina North Quality Meats, Salm's Meats at Carindale and Chris' IGA Carina. These businesses are all family owned and it has been inspiring to see the tradition being passed on to the next generation. A special mention to Chris' IGA, which is an iconic landmark in the Chatsworth community. This store has served the community since 1955 and it is still as popular today as it was when I was a young boy with hair living in Carina!

Finally, in the specialty retail category we have Carina Florist, Sue's Shop, Rockaway Records, Blue Line Dry Cleaners, Male Manor, Burstall Avenue News and Todds Hi-Fi. Most of these stores have stood the test of time, including the Male Manor, which has been providing quality customer service and menswear for more than 30 years at Westfield Carindale. This just proves the passion and dedication that these family oriented businesses show daily. We all know that small businesses are the backbone of the economy and can be relentless in terms of the long hours, so it was truly gratifying on behalf of the broader Chatsworth community to formally recognise these worthy recipients for outstanding customer service.

Mr DEPUTY SPEAKER (Mr Kelly): I think there would be very few people on the south side who have not been saved late at night by Chris' IGA.