

# Times & Transcript (Moncton)

## Local businesses provide excellent service; Dr. John MacManaman, the Old Time Meat Market and Ramada Plaza Palais Crystal Palace round out this year's GMEA Service Excellence short list

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The nominees for this year's Greater Moncton Excellence Award in the Service Excellence category are all honoured by the recognition. Dr. John MacManaman, the Old Time Meat Market and Ramada Plaza Palais Crystal Palace each deliver service in their own unique way, but all agree having customers walk away satisfied is the key to great business. Here's a look at each of the nominees.

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Being short-listed for a GMEA in the Service Excellence category means a great deal to Dr. John McManaman.

"It's a tremendous honour," says the popular orthodontist, "just because there are so many other great companies and individuals out there that do a phenomenal job every day at their respective businesses or jobs. To be chosen as one of the outstanding candidates in such a field, is great."

Graduating in 2003 from the Royal College of Dentists with his certification as a Specialist in Orthodontics, Dr. McManaman was first associated with Dr. Harold Johnson in 2003, acquiring that well-established practice in 2004. Dedicated to excellence through a team approach to orthodontic treatment, patient care and multiple services, The Dr. John McManaman Professional Corporation now has busy offices in Summerside and Charlottetown, P.E.I., and Amherst, Nova Scotia. Slated for opening in 2009, work will soon begin on a new office locally, whose design and planned equipment "has been professed by leaders in orthodontics as setting a new professional standard in North America."

Making a difference in "people's overall quality of life" is among the many reasons Dr. John McManaman thoroughly enjoys his work.

Being a member of The Greater Moncton Chamber of Commerce is also of great assistance in his professional growth.

"They offer great courses which really can help you improve what you can offer your clients," he explains. "There are a lot of personal development courses too that I think are great, and the networking amongst colleagues within the Moncton Chamber is phenomenal as well."

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"Treat people the way you would like to be treated

yourself," is the mission statement at the Old Time Meat Market.

Located at 121 Pine Glen Rd., the Old Time Meat Market was established in 2006, and subsequently purchased by Bruce Perry, now the Company's sole owner. It was many years in the business, including both wholesale and retail -- and management, that led Perry to go into business for himself.

He did plenty of homework as well before taking the next big step to purchase the market.

Offering fresh pork, beef, chicken, a variety of frozen meats, milk, a few grocery items and associated condiments, people are lining up to do business with him.

Very outgoing by nature, retail is the perfect fit for this native of Prince Edward Island, and he's thrilled at being short-listed for a GMEA in the Service Excellence category.

"I love it," says Perry. "It means that I'm being recognized for something that comes natural to me, which is something. You can't buy that."

Maintaining his reputation for service excellence with an ever-growing customer base, continues to put his several decades of business acumen to good use at the Old Time Meat Market. Most importantly, he is unwavering in his commitment to those who choose his shop.

"When I opened there were three things that I always wanted to make sure that we had. Customer service, that's big, price and quality, and I will not sway from that," he says with conviction, "no matter what."

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The team of professional employees at Ramada Plaza Palais Crystal Palace is committed to showing leadership, and encouraging the spirit of hospitality.

CEO and general manager Rolande Thibodeau leads that team of approximately 110 employees at The Ramada Plaza Crystal Palace & Convention Center and McGinnis Landing Restaurant, who routinely strive for excellence.

Believing "strongly" that job satisfaction and happy employees result in happy customers, she says there is a continuous emphasis on employee development training.

The results speak for themselves with Ramada Plaza Palais Crystal Palace being named a finalist in the Service Excellence category of the prestigious GMEAs.

"We're honoured," says Thibodeau. "It's motivating, and it's exciting for everybody here. Service Excellence is done by a team."

That has been demonstrated through several other industry awards, and strong leadership continues to stay the course. Rolande Thibodeau has been involved in related work committees dedicated to achieving superior service, is currently an ambassador for the province of New Brunswick, and past president of the Tourism Industry Association of New Brunswick. She enjoys her work at Ramada Plaza Palais Crystal Palace.

"I enjoy meeting people," she says, "and I also enjoy the staff very much. The team here is wonderful."

Membership with The Greater Moncton Chamber of Commerce is a wonderful experience as well, she says.

"There are a lot of opportunities for us; we enjoy being a member for the networking and to keep in touch in our community . . . the communication and the information they give us. We know they're there to work for the community."

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**DR** *McManaman*  
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