

2015 Large, Small, and Home-Based Business of the Year Nomination Form

The nominations and awards are open to Chamber members who have been a member in good standing for a minimum of one year. Additionally, if a business has been awarded Business of the Year in the past 5 years, then that business is not eligible to be considered.

All nominees who wish to compete for the awards must complete a nomination form. Awards will be given to the winners at the Chambers Annual Awards Gala.

- **Large Business of the Year**
 - 16 employees or more (full time equivalent)
- **Small Business of the Year**
 - 15 employees or fewer (full time equivalent)
- **Home-Based Business of the Year**
 - No more than 3 employees (full time equivalent)

Each of the finalists will have their businesses featured in the Sierra Vista Herald, the Chamber website, and will also receive recognition via the Vista newsletter, Facebook and the weekly email blast. Winners will be announced at the Awards Dinner on April 24th. **The nomination deadline is Friday, March 6, and voting will run from March 16-27.** For more information call 520-458-6940.

Business Name: Lowe's Home Improvement of Sierra Vista, AZ

Nomination Category: Large

Business Owner/Manager: John Locke **Title:** Store Manager

Address: 3700 Martin Luther King Pkwy, Sierra Vista, AZ, 85650

Work Phone Number: 520-439-3640 **Email:** john.l.locke@store.lowes.com

CRITERIA:

- ❖ *Exhibit good business practices*
- ❖ *Demonstrate quality of service*
- ❖ *Contribute to local economy & growth*
- ❖ *Show community support and involvement*
- ❖ *Provide an overall positive impact in the community*

Using the above criteria please explain why this business deserves to win business of the year in its category.

LOWE'S definitely qualifies as Large Business of the Year for the following reasons:

1. Exhibits good business practices.

LOWE'S exhibits tremendously honest business practices. Every employee is trained to be truthful to each customer regarding products and services. Many hours of training go into education; each associate learns that the customer is to be helped to the best of each employee's ability and

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employee education is a high priority. Our Sierra Vista Lowes regularly receives customer compliments for the clear display of product, the availability of product and service information via employee assistance, written pamphlets, and online in-store or with customer access to store information.

The store is kept very clean and orderly in respect to both employees and customers. Safety is a constant part of education and practice. LOWES continually educates all associates in safety practices, Hazardous Material handling, daily in-store ladder management, power equipment safety, and emergency situation management training, as regards both customers AND employees. One of the outstanding traits frequently commented on by customers is the teamwork and job satisfaction that exists among the employees.

2. Demonstrate quality of service.

LOWE'S receives compliments and thanks EVERY DAY from the customers for the service delivered by employees. Compliments are also called in or written to Corporate Headquarters praising our service. As above, training takes place daily to improve every associate's ability to better serve the customer. We offer free appliance delivery where many other businesses charge a fee. We offer free estimates on major exterior installation projects with no obligation to buy and with excellent warranties, bonded installers, and insurance protection on all installs. LOWE'S accepts returns according to liberal store policies, always meeting written warranty requirements and offer superseding what was promised, in efforts to have a satisfied customer. We offer a LOWE'S Realtor Benefits Program in cooperation with the National Association of Realtors which gives generous benefits to local Real Estate professionals and their clients, buyers or sellers, at no charge and with no obligations.

LOWES is additionally proud to offer a 10% discount to our Military personnel.

3. Contribute to the local economy and growth.

Lowes's offers both full-time and part-time jobs in which both are eligible for medical benefits. Currently we have over 135 employees, 65% of them are full-time employees (we are one Si. The store manager decided to extend the allotment of jobs beyond what was recommended by

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Corporate in order to better serve our local community, not only with jobs but also with improved service to our customers. LOWE'S provides material, lowered delivery charges, and many business accounting and credit option services to local contractors to meet the need of large, medium or small businesses. LOWE'S has many affordable credit options available to non-business customers. A huge variety of product at different price options for different budgets is always available. Every associate is trained to educate customers regarding home improvement, community beautification, and home safety with the objective of meeting customer's needs whatever the economic challenges.

4. Show community support and involvement.

LOWE'S has a long-standing relationship with many community non-profit organizations, offering substantial support to Habitat for Humanity, The Nature Conservancy's Ramsey Canyon Preserve, the ongoing Waterwise project, and others. Twenty-two store employees donated time, and the store gave material, to refurbish Ramsey Canyon buildings, trail, and fencing; clearing trails, clearing weeds, and leaving a lasting legacy for the tens of thousands of visitors who visit the Preserve every year. The LOWE'S Community Committee reviews requests from the community every month; each month seeing donations of product to help with projects, some, like the Cochise County Department of Education did this past year, receive a basket of LOWE'S product for fund-raising activity or awards for the organization's own achievers.

5. Provide an overall positive impact in the community.

All the above, and more, make's LOWE'S a suitable candidate for Large Business of the Year.

People in Sierra Vista and the surrounding county daily give feedback in the store, emails, phone calls, and letters stating how much they appreciate the service and support. The LOWE'S motto now is *"LOVE WHERE YOU LIVE"* and this store works exceptionally hard and effectively to be a part of the community loves to live here.

Thank you for considering us at our local Sierra Vista Lowe's!!

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Attach additional pages if necessary.

Name of person submitting nomination: John Locke

Phone Number: 520-439-3640 Email: john.l.locke@store.lowes.com

Submit to: Sierra Vista Area Chamber

Mail to: 21 Wilcox Drive, Sierra Vista, AZ 85635

Email to: coordinator@sierravistachamber.org

Fax to: (520) 452-0878

