

**January 2014 Winners of New Zealand
Customer Satisfaction Awards**

Roy Morgan Research has released the latest winners of its monthly Customer Satisfaction Awards. The results for January show new leaders in Coffee shops, Liquor stores and Electricity providers.

Winners of each category are listed below. Full details of all winners and runners up, including those of previous months, are available at www.CustomerSatisfactionAwards.com.

January 2014 Award Winners:

Automotive

Car Manufacturer of the Month **Suzuki**

Finance

Major Bank of the Month **Kiwibank**
Financial Institution of the Month **TSB Bank**

Retail

Coffee Shop of the Month	Muffin Break
Clothing Store of the Month	Country Road
Department Store of the Month	Farmers
Furniture/Electrical Store of the Month	Noel Leeming
Hardware Store of the Month	Hammer Hardware
Liquor Store of the Month	New World
Music/Book Store of the Month	Paper Plus
Chemist/Pharmacy of the Month	Care Chemist
Quick Service Restaurant of the Month	Burger Fuel
Shoe Store of the Month	Hannahs
Sports Store of the Month	Kathmandu
Supermarket of the Month	Pak 'n Save

Telecommunications

Home Phone Provider of the Month	Trust Power
Internet Service Provider of the Month	Telecom
Mobile Handset Provider of the Month	Apple
Mobile Service Provider of the Month	2degrees

Travel & Tourism

Domestic Airline of the Month	Air New Zealand
International Airline of the Month	Emirates
Hotel and Resort of the Month	Hilton

Utilities

Electricity Provider of the Month	Powershop
Gas Provider of the Month	Nova Energy



FOR IMMEDIATE RELEASE

The Customer Satisfaction Awards are based on data from Roy Morgan's Consumer Single Source survey (over 12,000 consumers annually). This large nationwide study provides a thorough and accurate way to identify and recognise New Zealand's top businesses in Customer Satisfaction.

Visit the Roy Morgan [Customer Satisfaction Awards website](http://www.CustomerSatisfactionAwards.com), to monitor the ongoing movements in Customer Satisfaction for many businesses across different industries.

For comments or further detail, please contact:

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About Roy Morgan Research:

Roy Morgan Research is the largest independent Australian research company, with offices in each state of Australia, as well as in the United States, United Kingdom, New Zealand and Indonesia. A full service research organisation specialising in omnibus and syndicated data, Roy Morgan Research has over 70 years' experience in collecting objective, independent information on consumers.

In New Zealand, Roy Morgan Research has been collecting data on New Zealanders since the 1990s. Roy Morgan's Single Source survey of approximately 12,000 New Zealanders aged 14+ nationwide annually is New Zealand's largest ongoing single source survey. Roy Morgan Research is a specialist in recontact customised surveys which provide invaluable and effective qualitative and quantitative information regarding customers and target markets.