



BIG CHILL
DISTRIBUTION
NATIONWIDE CHILLED & FROZEN TRANSPORT

Ambassadors Notes

Issue 10 January 2015

Editors Notes

Well 2014 seemed to come and go very quickly and we trust you all had a great Christmas and New Year. Last year saw us develop a new purpose built depot in Hawkes Bay and also extend the Putaruru Depot. I'm sure the staff are enjoying these new facilities. As you may have realised Rebecca (our Sth Island Account Manager) is in the family way and leaves us at the end of Feb and we wish her well for new adventure of motherhood. Kimberley Stevenson is taking her place so all South island customers will meet Kimberley over the coming months. We look forward to a positive 2015 and a big thanks from the Big Chill team for your custom over the past 12 months.

MARK REA



Big Chill sponsored a hole at Tatua's annual golf day held in November at Walton Golf Club.



Thanks to Judy Banks from Omeo Peonies for the great picture of our truck turning up to their place in Earnsclough, Clyde, Central Otago

CEO'S CORNER



Santa Mike & Tania

As a new year begins I'd like to thank all of our customers for their continued support over what was an exceptionally busy 2014. As a business we targeted strong growth, and largely these goals are being achieved as we steam toward yearend. This added scale allows us to continue our development of services, delivery routes and facilities, and ultimately to better meet the growing demands of our customers, and their customers. I'm sure this year will see that development continued in specific areas.

I also want to thank our amazing staff across our entire network and in all areas of the business for their hard work, dedication and humour, over this challenging summer season. I had a good opportunity to work alongside our team in Auckland operations in the two weeks leading in to Christmas, and found it an invaluable learning experience. Thank you.

This time of the year is especially demanding on our staff and their work does not go un-noticed. Already we are seeing areas around buildings, gear and people that we can and will improve on for summer 2015/16.

Thanks and have a fantastic start to 2015.

LONG SERVICE CHAMPIONS

January 2015



Congratulations to Sharon Nel (pictured left), David Emery (center) and Aaron Mackay (pictured right) who have been with Big Chill each respectively for 10 years.

Sharon, our credit controller in the Auckland Office, David, our General Manager of Operations and Aaron who has recently become Auckland Linehaul Supervisor. Thank you all for your dedication and work over the years.

CUP DAY

A group of customers enjoyed another great day at the Addington Cup day races. A small birdie tells me that Taryn from Prima Deli collected and the experts from Americold were very cold in their picks for the day. Better luck next year Roger.



Mike Roberts, Sharon Nel and Colin Neal at Sharon's 10 year Celebration



NEW STAFF



We have had a number of personnel changes over the past couple of months.

Sarah (top left) joins Tarnz in dispatch in the early mornings and helps out with manifesting.

Daniel (top right) is our Auckland Operations Supervisor in the mornings.

Dallas (bottom right) our Auckland depot manager
Kayla-(bottom left) is in our Putaruru depot.



Customer Feedback

We recently received the following feedback from a business in Thames.

"The new driver we have is super efficient, friendly and absolutely does not leave a parcel unattended.

If the delivery is to be early, her office support Sally (who loves life from Monday to Friday) calls me to let me know when I will expect the driver.

When I think of Big Chill now I think, honest, reliable, diligent and customer focused "

Well done to Andrea, Sally and the team.

The BCD Auckland office went "Pink for a day" and raised money for the Breast Cancer Foundation. Thank you to all who participated and donated to a worthy cause

Spotted on a recent trip to India by one of the Big Chill Team. They have suggested we re-brand to something similar.



Customer Feature



MRS HIGGINS

Oven Fresh Cookies

Mrs Higgins has been with Big Chill now for over 10 years.

Originally owned by Griffins, Mrs Higgins was bought in 2004 and has grown and succeeded throughout NZ and the world. In November last year they celebrated 10 years. The cookies are now available in New Zealand, Australia, Korea and China.

Mrs Higgins have very well known products, from their cookies and slices to cookie bits that are in popular ice creams. Their products can be found in supermarkets, service stations, cafes and vending machines.

The most popular products are the Chunky Chocolate Chip Cookies and White Chocolate and Macadamia cookies.

Because of the type of product, the stores are dependent on the the trucks being on time. Director, Markus Hasler, states that Big Chill have been "really good" with their deliveries. We look forward to another decade with Mrs Higgins.

We look forward to another 10 years with Mrs Higgins.



Markus Hasler - Director



Movie Reviews



Big Hero 6 - Great Movie for kids and adults. Funny and touching, if you liked Wall-e you will like this one.



MockingJay Pt 1- A bit different from all of the other movies. Very dark. Good story but less action.



Interstellar- A very well thought out movie. Complex and surreal. Best Sci-fi I have seen in a long time.

