THE COMMUNITY SPOKE, AND WE LISTENED!

BEST of BILLINGS

READERS' CHOICE

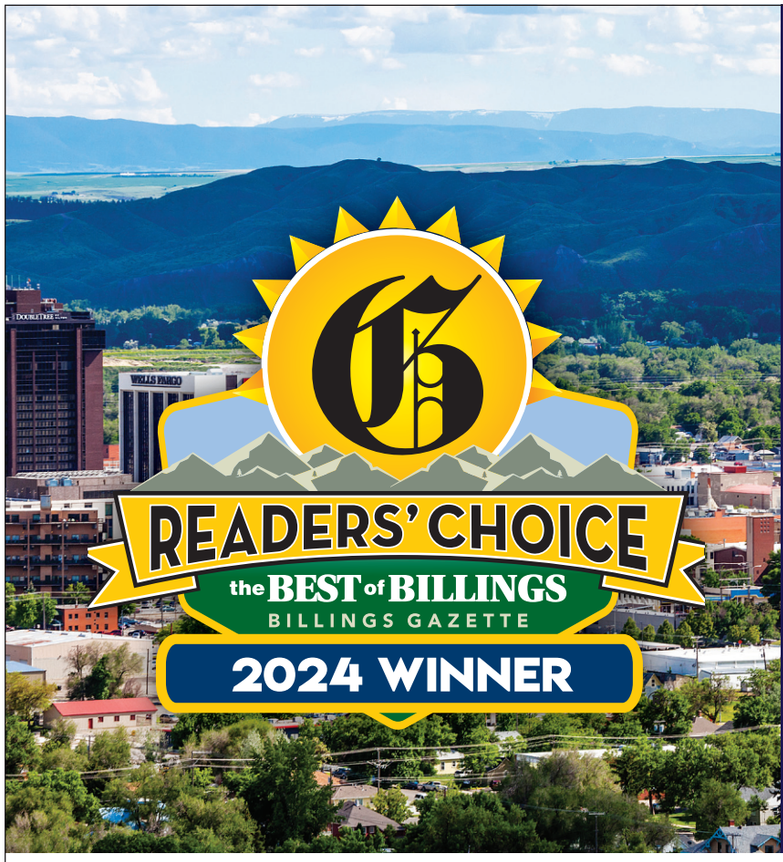
the BEST of BILLINGS

BILLINGS GAZETTE

2024

2024

winners guide



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Five Years in a Row

At St. Vincent Regional Hospital, we believe that a healthy community can improve all our lives. It's why we work, every day, to do what's best for those around us right here in Montana.

We are so proud of the entire team at St. Vincent Regional Hospital who live our mission each day. It is through them we are able to be recognized as the best place to work for five years in a row.

intermountainhealthcare.org/careers

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St. Vincent Regional Hospital

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President
Dave Worstell



A Shoutout to the Winners, Finalists, Voters and Readers

Running a small business can be a rewarding endeavor, but it also comes with its fair share of challenges. The natural tendency is to think that owning and operating any business comes with a great deal of independence and that you have the ability to make the decisions that are best for your organization. While this may be true, it also come with a great deal of risk and obstacles. Hiring and training a talented staff that takes care of your customers is as challenging as it has ever been. The hours it takes to operate a business isn't for the faint of heart – nights and weekends are typically saved for "catching up" on work just to keep things running. And we all know that competition is a fierce as it has ever been with competition coming from the business across the street or 2000 miles aware thanks to technology advancements. Buying the right inventory for your store or offering the correct service lines or menu items is never guaranteed to be the right fit for the market and certainly isn't guaranteed to make you any money. Clearly, running any business is a big challenge and that is why we are celebrating the 2024 Billings Gazette Readers' Choice Winners and Finalists. They have not only successfully figured out how to operate a thriving business but they have separated themselves as the best of the best in our area – congratulations!

As you review this year's list of winners and finalist, pause to reflect how much work it takes to be successful.

We would like to thank everyone who took the time to nominate and vote during the 2024 Billings Gazette Readers' Choice event – your feedback and participation makes it all happen.

Readers' Choice is a celebration of a lot of people do a lot of good work. So thank you to the business owners,the managers, leaders and to the front line workers who make it all come together.

PLAQUES FOR WINNERS AND FINALISTS

Look for the official 2024 Readers' Choice plaque in the winners' and finalists' locations listed in this publication. If you are a winner or a finalist and would like more information on receiving the official plaque, please call 406-657-1226.

THANK YOU

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For voting Valley Credit Union as:

- Best Credit Union
- Best Customer Service - Finance & Professional

in Billings, MT

We look forward to continuing to create an effortless and convenient banking experience for our current and future members.

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2024 WINNER

valleyfcu.com

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★★★★★★ AUTOMOTIVE ★★★★★★



AUTO BODY REPAIR

Track Side Auto Body

16 years in business
2012 1st Ave. N.
(406) 256-8366
billingsbestautobody.com

What makes you stand out from the competition?

What makes us stand out from the competition is our attention to detail and customer service.

What brings customers back to your business?

What brings our customers back is our final product. The work that we do is very important to us.

What can customers expect when they walk through your doors?

Our customers will hear a "hello" as soon as they walk through the door and then "how can we help you?"

What does it mean to be voted Best of the Best?

For our customers to even take the time to vote for us is such an honor. Thank you so much.

What's your secret to good customer service?

We just want to treat people the way we want to be treated, as well as go above and beyond that.

How do you build trust with customers?

We are honest with our customers, even if it's not what they want to hear. We will only repair vehicles to the safest of standards.

What makes your business popular?

One-on-one personal touch and family atmosphere.

Fun fact about your business?

We are a dog friendly shop. Bring in your pup on a leash!

FINALISTS

- Hanks Body Shop, 1845 Lampman Dr.
- Wildfire Autobody Inc., 1150 S. 29th St. W.

AUTOMOTIVE SERVICES

Vallie Automotive Center

11 years in business
2071 Rosebud Dr.
(406) 248-4023
vallieautomotive.com

What makes you stand out from the competition?

Vallie Auto Center is the only NAPA Gold Certified AutoCare Center in Billings/Yellowstone County, which allows us to offer benefits others may not have available. We offer convenient Digital Vehicle Inspections that can be sent directly to you via text or email, as well as in-house financing while servicing most all makes and models, and a 36 months/36,000 mile nationwide warranty.

What's something your customers may not know about your business?

Our Gold Certified status means we are an established business engaged in our community with ASE Certified Technicians. We offer a 36 month/36,000 mile Extended Peace of Mind Warranty on our NAPA parts as well as NAPA's consumer financing.

What do you enjoy most about having your business in this community?

We enjoy giving back to the community that most of our team grew up in, as well as being able to help those locally is an amazing part of running a small local business in Billings.

What can customers expect when they walk through your doors?

Understanding and patience, coupled with both lower prices and exceptional customer service.

What does it mean to be voted Best of the Best?

An honor, and we truly appreciate our customers and community.

What are you most proud of?

Our team has been working together for over 10 years. We have the most experienced employees in the area.

What's your secret to good customer service?

We make sure to take the time to hear our customers' concerns, provide an estimate and explain in an easily understood manner what needs to be repaired before any work is done. We always make sure our customers are our number one priority.

What are some of the things you do to give back to the community?

Over the years we have given 20 vehicles away to local families in need. We currently donate repairs on customers' vehicles based on need, and work with Vocational Rehab as well as HRDC repairs.

How do you build trust with customers?

We are honest, fair and compassionate with every customer, and empathize with our customers on a one-to-one level.

What makes your business popular?

We greet our customers with a smile on our face in person or in our voice over the phone. We always strive to put our customers first, making sure we get the job done right the first time, and taking the time to always resolve any customer concerns that may arise.

FINALISTS

- Denny Menholt Chevrolet, 3000 King Ave. W.
- Hanser's, 430 S. Billings Blvd.


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ORTHOPEDIC
& SPORTS MEDICINE
PROVIDER
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CAR DEALER – NEW

Denny Menholt Chevrolet

36 years in business

3000 King Ave., W.
3710 Zoo Dr.
680 South 20th St.
(406) 896-3000
dennymenholt.com

What makes you stand out from the competition?

Our brand motto is: The right cars and trucks, the right prices and the right experience. We have a great selection of new vehicles with aggressive prices and the best staff around to provide the experience.

What's something your customers may not know about your business?

Denny Menholt has access to many more brands than just Chevrolet. Because of our other dealerships in Montana, Wyoming and South Dakota, Denny Menholt can help you with Cadillac, GMC, Honda, Nissan, Ford and Toyota, in addition to Chevrolet.

What do you enjoy most about having your business in this community?

Billings has been a great business community and regional trade hub and has been very good to us. We have seen it grow and have enjoyed giving back to the community. We are so glad to be in Billings, the people who live here are great.

What can customers expect when they walk through your doors?

They will know that we are glad they came to our business and that we appreciate the opportunity to serve them.

What are you most proud of?

Our employees. They are the backbone of our business, without the great job that they do every day we wouldn't be where we are now.

What are some of the things you do to give back to the community?

We support many local charities including Special Olympics, Billings Education Association, American Cancer Society Relay for Life, Boys and Girls Club, YWCA and many other local projects.

How do you build trust with customers?

In order to build trust you have to take care of their needs and most importantly, deliver on what you promise. That is what we strive to do each and every day.



FINALISTS

- Bob Smith Motors, 2244 Central Ave.
- Lithia Toyota of Billings, 1532 Grand Ave.

CAR DEALER – PRE-OWNED

Denny Menholt Chevrolet

36 years in business

3000 King Ave. W.
3710 Zoo Dr.
680 South 20th St.
(406) 896-3000
dennymenholt.com

What brings customers back to your business?

We have long-term stable employees that our customers keep coming back to because of the service they provide.

What makes your business a good place to work?

We believe in doing everything we can to create a positive work environment for our employees. It's hard to have happy customers without happy employees and we have had that philosophy for 36 years since we started in Billings.

What does it mean to be voted Best of the Best?

It is a huge honor. The people that we serve every day trust us enough to vote us the best and that means a lot.

What are you most proud of?

Our employees. They are the backbone of our business, without the great job that they do every day we wouldn't be where we are now.

What's your secret to good customer service?

When your employees are invested in and care about the business, then they naturally strive to give their customers the best experience possible. We try to ensure that our employees are working in a positive work environment that allows them to naturally provide that excellent customer service.

What makes your business popular?

We have a wide selection of new and used vehicles from many different brands with aggressive prices. On top of that we have the best employees in the business who provide the best experience for the customer.

FINALISTS

- Denny Menholt CarMart 360, 680 S. 20th St. W.
- Hertz Car Sales, 2851 King Ave. W.



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For Voting us Best Farm & Ranch Store!

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825 NE Main Street
(406) 350-4422
Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

BIG R HARDIN
1001 N. Center Ave
(406) 953-5111
Mon-Sat 7:30am - 6:00pm
Sunday 9:00am - 6:00pm

AUTOMOTIVE



CAR WASH

Don's Car Wash

55 years in business
Various locations
(406) 259-4955
donsxpresswash.com

What makes you stand out from the competition?

Don's Car Washes are some of the longest-serving car washes in Billings.

What brings customers back to your business?

Don's Car Washes perform the same high quality wash and customer service each time. We offer a full touchless exterior wash at an affordable price. Don's also offers car wash memberships, which can be used at multiple locations!

What's something your customers may not know about your business?

Don's Car Wash is 100% locally owned and operated. We are proud to be one of Billings' family-owned small businesses.

What makes your business a good place to work?

We have a variety of different positions available whether that be in the car wash, lube shop, or convenience store. We have many opportunities for growth and have a variety of benefits. We truly value our employees because we could not do it without them!

What do you enjoy most about having your business in this community?

Billings is one of the most loyal, generous and friendly communities around. We have had loyal, repeat customers for many, many years. It is always nice seeing new and recurring customers come in day after day.

What can customers expect when they walk through your doors?

Customers can expect a friendly face, good customer service, and a clean car!

What does it mean to be voted Best of the Best?

It means a lot for Don's Car Wash to be voted the best! Don's was once one of the only full exterior washes in the Billings area, and with numerous new car washes



★★★ AUTOMOTIVE ★★★

that have come to Billings, it shows Don's is capable of providing the same quality service for over 50 years.

What are you most proud of?

Our employees. Without them, there would be no Don's Car Wash.

Fun fact about your business?

Don's Car Wash has been family-owned and operated for three generations. Don's Car Wash has four convenience store locations, six car washes and two oil change locations throughout town.

FINALISTS

- Glacier Express Car Wash, 1832 King Ave. W.
- The Wave, 858 S. 29th St. W.

LIMOUSINE SERVICE

A-Limo Limousine Co.
31 years in business
405 N. 12th St.
(406) 252-2536
alimolimousineco.com

FINALISTS

- Arrive in Style
- Limoscene - A Total Transportation Company, 1509 Rosebud Ln.

OIL CHANGE

MasterLube
42 years in business
2424 King Ave. W.
1628 Grand Ave.
1331 Main St.
2650 4th Ave. N.
203 SE 4th St., Laurel
(406) 248-6226
masterlube.com

What makes you stand out from the competition?

At the risk of sounding cliche, it's our people, and more specifically the supportive relationships between our people that make us who we are. While we strive to do things differently, when it comes to our core service of oil changes there's not a whole lot of difference between us and the competition as far as the job to be done and how it's done. What's different is the engagement and drive of our teams and our people that make up those teams. Offering free ice cream helps too.

What brings customers back to your business?

We get a lot of feedback regarding the speed of which our team performs a service, the cleanliness and organization of our stores, the smiles on our teams faces, the calls and orchestration of 3 individuals working together in a way that seems so smooth, and again the free ice cream. At the end of the day it all boils down to relationships built on trust and respect. People choose to come back to us because they are treated with respect and because of how we work and discuss their service they trust that the job is being done right and they know their vehicle is taken good care of.

What's something your customers may not know about your business?

I know for sure a large majority of our customers know this about us, but we recognize that between new people to the market and because of how we do things there are many that don't realize we were founded in Billings in 1981 and remain locally owned and operated today, as well as that we are only located in Billings and Laurel.

What makes your business a good place to work?

We accept the responsibility for helping every individual that comes to us develop a vision of who they can be at their best, and the character and habits that will get them there. And we embrace the fact that for most people that means that at some point they will leave MasterLube, rather than coveting and trying to hold on to them forever when reaching their fullest potential and the life they want requires moving on.

What do you enjoy most about having your business in this community?

This community has been good to us for 42 years. We love seeing how our community rallies behind a worthy cause to help someone else and we see it every year when we do our Grad Day fundraiser for the high schools, or a food drive with Family Service for kids in need, or a turkey drive with the Food Bank, or any of a number of fundraisers for local non-profits and educational organizations where the community shows up and donates their hard earned money to help these organizations create positive change.

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406-245-6893 • 1101 North 27th Street, Suite E
Billings, Montana 59101 • www.rehderhearing.com



What can customers expect when they walk through your doors?

Usually they can expect to drive through them. Once inside they can expect to be greeted with respect, see a team of young people working harmoniously together to accomplish the task of taking good care of their car, and thanked for their choice to trust us with their valuable investment.

What does it mean to be voted Best of the Best?

To us it means that the hard work that takes place in order to do what we do is acknowledged as well as appreciated. Our teams work very hard to make things look smooth and easy, and it doesn't happen by accident, so it's a nice recognition that we are doing some things right.

What are you most proud of?

We're most proud of the individual growth we see within our people. We can't make anyone change, nor do we try, we strive to create an environment that invites them to self-examine and make the changes necessary to be who we want to be and achieve what we want to achieve. We'll perform 90,000+ services this year in Billings and Laurel, which is something to be proud of, but if we aren't helping create positive change in ourselves and in those we serve then it wouldn't carry much meaning.

What's your secret to good customer service?

I suppose the obvious answer would be the Golden Rule, which is something we certainly believe in, but at the end of the day it's not much more complicated than treating people with respect and dignity, and that starts with our people.

What are some of the things you do to give back to the community ?

Our largest individual donation is to 5 of the local high schools that each partner with one of our stores for our Grad Day fundraiser, which raises over $60,000 each year, all of which goes to the high schools for their drug and alcohol free graduation parties. Some of the other things we do when needed are food drives for individuals in the community that

There are enough things
IN LIFE
that will keep you
UP at night,
MONEY
shouldn't be one of them.



Adam Gross
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RETIREMENT SOLUTIONS

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there is a need for, last year we helped with the Turkey Drive for Billings Food Bank, we donate to both RMC and MSU-B to support their efforts with advanced education in our community, as well as numerous local non-profits and youth sports teams and organizations.

How do you build trust with customers?

Pretty simple, behave in trustworthy ways. We don't ever try to push sales, just inform and make recommendations for their consideration.

FINALISTS

- Don's Car Wash, 1433 Main St.
- Lithia Toyota of Billings, 1532 Grand Ave.

RV DEALER

Bretz RV & Marine

56 years in business

2999 Old Hardin Rd.
4800 Grant Creek Rd., Missoula
5200 Harrison Ave., Butte
1608 Industrial Rd., Nampa ID
4180 S Broadway Ave., Boise ID
(406) 248-7481
bretzrv.com

What makes you stand out from the competition?

Our investment in our people, training, and facilities really sets us apart. We have invested in the largest service center in the entire northwest, an RV technical school to train technicians and provide our employees with onsite daycare for their children. As a third generation family business, we have over five decades of relationships with the best manufacturers in the industry. In turn we have the largest selection of RVs and boats in a 5 state area.

What brings customers back to your business?

There is always something new to see. We represent over 100 manufacturers allowing our customers to see more in one location than all other dealerships combined in our area.

What's something your customers may not know about your business?

Our Billings, MT service department operates 12 hours a day seven days a week. Last year we completed 7450 repair orders for our customers. This equates to almost 30 families per day that are picking up RVs and Boats from our team.

What does it mean to be voted Best of the Best?

We are humbled to have received this award 8 years in a row. Our people's commitment to continual improvement is a testament to helping families go camping and boating.

Fun fact about your business?

Frank and Vi Bretz opened our first store 56 years ago. Frank is still going strong at 97 years old and is passionate that we continue to grow our service business to keep families out on their adventures. Three generations later, we're doing exactly that with more service capacity than all other dealerships in Montana.

FINALISTS

- Midway Auto & RV, 6260 S. Frontage Rd.
- Pierce RV & Marine Supercenter, 3800 Pierce Pkwy.



TIRE STORE

Montana Tire

35 years in business

421 N. 13th St.
(406) 259-9877
montanatiredistributors.net

What makes you stand out from the competition?

We have built our business on providing the best customer service possible, no matter what they are in our shop for. Being a local company, we make sure the customer is taken care of beyond just the sale.

What brings customers back to your business?

Our teams' familiar faces and great relationships.

What's something your customers may not know about your business?

We are also a tire wholesale distributor and deliver tires throughout Montana, Wyoming and South Dakota.

What makes your business a good place to work?

Being a family-oriented business, we understand the importance of being present for the family. Because we have such a strong team, the employees are willing, and able, to step up and cover for one another so family moments are not missed.



What can customers expect when they walk through your doors?

Familiar faces and knowledgeable staff.

What does it mean to be voted Best of the Best?

The recognition and appreciation from our customers and community means the world to us. We strive every day to treat our customers with the utmost respect and receiving this recognition only encourages us to continue working hard and doing what we do.

What are you most proud of?

Still being a locally owned company after 35 years in business.

What's your secret to good customer service?

Treat others how you want to be treated. Maintaining good relationships is always a priority and we strongly believe that if you take care of others, they will take care of you. This has been proven over and over again with our customers, employees, family and friends.

How do you build trust with customers?

Honesty and treating each customer as if they were family. We strive to take care of each customer individually and never sell them things they do not need.

Fun fact about your business?

We are a second-generation tire store. Montana Tire was started by Kim Anderson in 1988 as a tire wholesale distributor. In 2004, the retail store was added and Montana Tire continued to grow. In 2018,Kim's son, Ryan, purchased the company.

FINALISTS

- Edam's Tire & Automotive, 2503 1st Ave. N.
- Staley's Tire & Automotive, various locations

TOWING & RECOVERY

Hanser's

60 years in business

430 S. Billings Blvd.
25 3rd St. E., Hardin
842 E. 2nd Ave. N., Columbus
315 Bach Ave., Lewistown
11 River St., Big Timber
(406) 248-7795
hansers.com

What makes you stand out from the competition?

60 years of service, loyalty, and commitment to the motoring public of Montana is what makes us stand out amongst others in the automotive business. This is not a fleeting thought for us. Hanser's is what we have built our lives around and that commitment has continued through our family for generations.



What brings customers back to your business?

Our customers come back to us because they trust us. We provide results, whether that's in getting your vehicle safely off the road after a breakdown, or accident or repairing the vehicle you desperately need. We get the job done and our customers return to us time and time again because we do.

What's something your customers may not know about your business?

Hanser's is unique. There is no other business in our industry across the country that provides the range of services to the motoring public that we can provide.

What makes your business a good place to work?

Hanser's is a family business. The word family means everything to us. If you work for Hanser's, you are part of our family and are treated as such.

What do you enjoy most about having your business in this community?

Billings is special. It's a thriving community but we keep the small town feel that we all know and love. Over the past 60 years it has truly been an honor to grow, evolve and thrive with this community.

What can customers expect when they walk through your doors?

When customers walk in our door they can expect an exceptional customer experience with quality timely service, relevant communication and sincere empathy.

What does it mean to be voted Best of the Best?

We are extremely proud of our team for being voted Billings Best Towing Company. We love this community and all the communities we serve. This is wonderful recognition of how hard our team works.

What are you most proud of?

We are so proud of our growth and commitment to excellence. Hanser's continues to invest back in the company to ensure we have state of the art equipment and continued education to ensure we provide our customers with an exceptional experience.

What's your secret to good customer service?

Empathy is the true secret to good customer service. Most of what we do involves people that are not having a great day or good luck on the road. It's important that we have empathy for every customer so our concern, care, and commitment to help is sincere.

What are some of the things you do to give back to the community ?

We love to support education and nonprofit organizations. Billings is blessed with many amazing services and organizations and we are thankful to be able to help anywhere we can.

How do you build trust with customers?

Trust is earned when actions meet words. We strive for relevant communication and timely service. When all of this aligns, we build trust.

FINALISTS

- Anderson Towing, 1202 S. 32nd St. W.
- City Towing, 1207 S. 32nd St. W.



Billings Gazette

Un-Four Gettable!

Kirkness Roofing Claims Fourth Consecutive "Best of Billings" Title



Billings, MT (Sept. 13, 2024) - In a showdown of singles, a battle of the best, and a championship run that could only be described as "roof-tacular," **Kirkness Roofing, Inc.** has claimed the coveted Billings Gazette "Best of Billings" award for the fourth straight year, solidifying their dynasty in the roofing world.

The Team Behind the Triumph

At the helm of this high-performing team is none other than **Cybil Carney**, CEO and head coach, whose relentless leadership and roof-raising strategies have pushed Kirkness Roofing to the top year after year. "This is more than just a win for us," Carney said after the victory was announced, visibly moved. "It's a testament to teamwork, grit, and a lot of early mornings."

As always, it wasn't a one-woman show. **Bonnie Hill,** the office assistant utility player, was a key force, keeping the playbook organized and the front office running smoothly. "Bonnie's the only one who keeps our foundation strong," said **Mason Price**, the sales manager and all-star closer, who's been credited with converting countless leads into winning contracts. "Without her, we'd be lost in a storm of paperwork."

Meanwhile, the production assistant and cornerstone of operations, **Robert Espinosa,** played his role like an offensive lineman in football - working behind the scenes to make sure every project stayed on schedule. "Robert's the guy you don't see on the highlight reels, but trust me, he's doing all the hard work," said **Carter Garsjo**, a member of the sales team. "Without him, we're not getting that fourth ring."

Offensive Firepower

Of course, every great team needs a strong offensive line to keep the pressure on. That's where the sales team come into play, featuring standouts like **Rob Horton, Peter Isakson,** and **Zac Carney.** These heavy hitters spent the past year locking down contracts like a defense locking down a Super Bowl ring. Their combined efforts turned each roof into a homerun, and their strategy? Simple. "Everyone on the team pulling the same direction with the goal of a great customer experience," said Horton, flashing a grin.

And then there's **Alex Guttierez**, the crew leader and foreman, known for his ability to inspire his crew to perform at peak levels. "Alex is our quarterback in the field," said Coach Carney. "He calls the plays, reads the conditions, and executes every roof to perfection."

The Final Quarter

The 2024 award season was hotly contested, but Kirkness Roofing stayed cool under pressure. "It was neck and neck all year," said **Mason Price,** comparing the competition to a nail-biting overtime match. "But we've got a team that knows how to finish strong. Every roof we did was like scoring the game-winning touchdown."

This victory is particularly sweet for the team at **144 Moore Lane**, who have become the Billings community's go-to roofing champions. Fans (otherwise known as satisfied customers) lined up to show their support, while reviews continued to rain down 5 stars like confetti after a big win.

Looking Ahead

What's next for the Kirkness Roofing dynasty? Cybil Carney remains laser-focused on defending their title. "We're not done yet," she said, raising her finger as if to say there's more to come. "Five sounds pretty good, doesn't it?"

In the meantime, the team will celebrate this historic fourth win with the same class and commitment that got them here: with hard work, dedication, and maybe a little celebratory pizza in the break room.

As the roofers say, **it's not just about staying on top - it's about keeping others covered.**

For inquiries or to get your own "championship-level" roof installed, call **Kirkness Roofing Inc.** at (406) 661-6682, email them at info@kirknessroofing.com or visit them at **144 Moore Lane, Billings, MT 59101.** You could say they're building their legacy, one roof at a time!

KIRKNESS Roofing, Inc

DAY SPA

Element Skin Therapy

9+ of years in business
411 24th St. W., Ste. 11
(406) 208-7822
elementskintherapy.com

FINALISTS

- Plush Studios & Medical Aesthetics, 1423 38th St. W. Ste. 1
- Rituals Spa & Salon, 1220 Central Ave.

FITNESS GYM

Granite Health and Fitness (Granite Sport)

17 years in business
3838 Avenue B
(406) 294-5040
granitebillings.com

FINALISTS

- Billings Family YMCA, 402 N. 32nd St.
- Planet Fitness, various locations

HAIR SALON

Salon Avalon

20+ years in business
2922 Grand Ave.
(406) 656-4200
salonavalonbillings.com

What makes you stand out from the competition?

The years of combined experience as a collective is extraordinary! We work together to give you the best experience.

What brings customers back to your business?

The level of care we give our clients. We will be here for all your stages in life.

What's something your customers may not know about your business?

We moved locations and we specialize in hair extension and hair color.

What makes your business a good place to work?

The staff that work here are amazing at communicating and supporting each other. There is no competition with each other. It is only to lift, help and make each other better! So, in short, the people!



What do you enjoy most about having your business in this community?

What we enjoy most about Billings is the sense of community and loyalty. It feels like home

What can customers expect when they walk through your doors?

Customers can expect to be greeted at the door by one of my salon dogs, either Fish or Chips. Then the service they receive will be a custom session that is catered to the client's specific needs and desires. It is all about the client experience. From the fun and inviting atmosphere of the open concept, to the private shampoo room experience, to the style and finish. We strive to ensure that the client feels beautiful, leaving with the knowledge and support to create the style and look they desire.

What does it mean to be voted Best of the Best?

That the time away from our families has been worth it. But most importantly, our clients are happy. We wouldn't be a salon without them!

What are you most proud of?

I am most proud of the staff that have worked here and have improved their lives by being here. Either by opening their own salons or just growing into a more successful situation for themselves. I have really enjoyed watching how much they grow!

What's your secret to good customer service?

Treat people how you expect and desire to be treated!

How do you build trust with clients?

By being consistent and continuing our education. We bring in education 3 times per year. Our clients know we are always learning and growing to make our skills even sharper.

What makes your business popular?

Our hair extension and hair coloring skills are top notch!

Fun fact about your business?

The salon has been in business for over 20 years and we have a salon dog!

FINALISTS

- Ethos Salon, 1603 Grand Ave., Ste. 115
- Plush Studios & Medical Aesthetics, 1423 38th St. W. Ste. 1

TANNING SALON

Knock Out Beauty

5+ of years in business
926 Main St., Ste. 24
(406) 969-3343

FINALISTS

- Billings Bronzing, 2545 Central Ave., Ste. M
- VersaTAN, various locations





AUTOMOTIVE

Denny Menholt Chevrolet

37 years in business

3000 King Ave. W.
3710 Zoo Dr.
(406) 896-3000
dennymenholt.com

What brings customers back to your business?

We have long-term stable employees that our customers keep coming back to because of the service they provide.

What's something your customers may not know about your business?

Denny Menholt has access to many more brands than just Chevrolet. Because of our other dealerships in Montana, Wyoming, and South Dakota, Denny Menholt can help you with Cadillac, GMC, Honda, Nissan, Ford and Toyota in addition to Chevrolet.

What do you enjoy most about having your business in this community?





Billings has been a great business community and regional trade hub and has been very good to us. We have seen it grow and have enjoyed giving back to the community. We are so glad to be in Billings, the people who live here are great.

What can customers expect when they walk through your doors?

They will know that we are glad they came to our business and that we appreciate the opportunity to serve them.

What are you most proud of?

Our employees. They are the backbone of our business, without the great job that they do every day we wouldn't be where we are now.

What's your secret to good customer service?

When your employees are invested in and care about the business, then they naturally strive to give their customers the best experience possible. We try to ensure that our employees are working in a positive work environment that allows them to naturally provide that excellent customer service.

What are some of the things you do to give back to the community?

We support many local charities including Special Olympics, Billings Education Association, American Cancer Society Relay for Life, Boys and Girls Club, YWCA and many other local projects.

How do you build trust with customers?

In order to build trust, you have to take care of their needs and most importantly, deliver on what you promise. That is what we strive to do each and every day.

FINALISTS

- Master Lube, various locations
- Vallie Automotive Center, 2071 Rosebud Dr.

FINANCE & PROFESSIONAL

Valley Credit Union

75 years in business

3100 2nd Ave. N.
2955 Grand Ave.
1445 Main St.
1541 Custer Ave.
3025 King Ave. W.
207 N. Broadway
1707 W. Oak St., Ste. A, Bozeman
400 E. Pike Ave., Columbus
1902 Cougar Ave., Cody WY
2513 Main St., Miles City
216 8th Ave. E., Roundup
(406) 656-9100
valleyfcu.com

What makes you stand out from the competition?

At Valley, one of our core cultural values is finding a way to say 'YES!' This principle drives every member of our team, from leadership to our dedicated employees, who consistently go above and beyond to fulfill our members'





SEED OF LIFE LABS

seed of life

Voted Billings' BEST Cannabis Provider for FIVE years in a row.

A HUGE THANK YOU for voting US Billings' Best Cannabis Provider

Serving both Medical and Recreational Customers.

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2023 WINNER

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2022 WINNER

BILLINGS GAZETTE READERS' CHOICE 2021 WINNER

BILLINGS GAZETTE READERS' CHOICE 2020 WINNER

Billings, MT 5702 Stearns Circle #1	Havre, MT 2445 US highway 2 NE	Miles City, MT 3204 Comstock St	Great Falls, MT 505 5th St. SW
Billings, MT 47 Sugar Ave	Glendive, MT 1716 Crisafulli Drive	Fairview, MT 13177 Highway 200	

Order online at seedoflifelabs.com • Curbside pickup available.



requests quickly and effortlessly. Whether it's assisting with a small loan during a tough time or offering personalized financial counseling, we're here to make it happen. Our unwavering commitment to saying 'YES' is central to our mission, ensuring that our members receive the support and service they deserve, no matter the situation.

What brings customers back to your business?

At Valley, we prioritize making banking as effortless and convenient as possible for our members. Whether they're managing their finances through our user-friendly mobile app, accessing our ATMs, or visiting one of our branches, we are committed to delivering outstanding service at every interaction. Our welcoming staff, customized solutions, and technology are just a few of the reasons our members continue to choose and trust Valley as their preferred credit union.

What's something your customers may not know about your business?

Something many people may not realize is that Valley Credit Union is a not-for-profit organization that genuinely prioritizes the well-being of our members. Unlike traditional banks, our members are also part owners of the credit union. This unique structure allows us to reinvest any profits back into our members, leading to better rates on deposits and lower rates on loans. It's all about giving back to those who trust us with their financial needs.

What do you enjoy most about having your business in this community?

What we enjoy most about being part of this community is the chance to make a genuine, lasting impact. We value the personal connections we build with our members, allowing us to truly understand their financial needs and goals. We're proud to contribute to the community's growth and well-being by supporting local schools, participating in events, and offering financial services that empower our members to thrive. Being a part of this community means more than just doing business here—it's



★★ CUSTOMER SERVICE ★★



about neighbors helping neighbors.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect more than just a friendly greeting—they'll be welcomed by name into an environment that feels like home. Our dedicated staff is committed to providing personalized, efficient service that caters to each individual's financial needs. We strive to make every visit not only positive but also memorable, ensuring our members feel genuinely valued and supported in reaching their financial goals. Whether it's a routine transaction or a more complex request, our team is here to make the experience smooth, stress-free, and focused on what matters most to our members.

What does it mean to be voted Best of the Best?

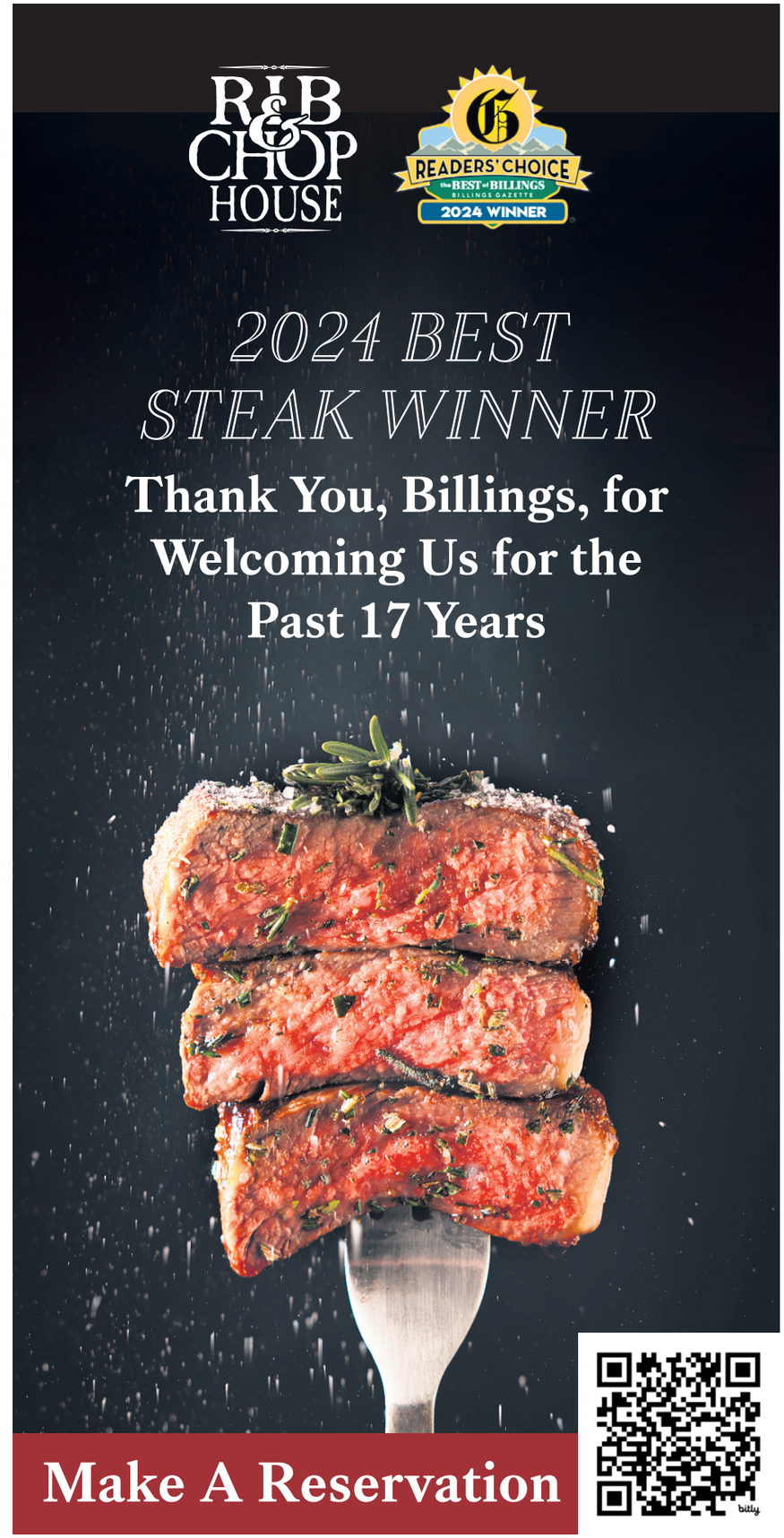
Being voted Best of the Best is an incredible honor and a testament to the dedication of our team and the support of our community. It means that our efforts to provide exceptional service and make a positive impact are truly resonating with our members and neighbors. We're grateful for this recognition and see it as a reflection of our ongoing commitment to serving our community with integrity and care. It inspires us to continue striving for excellence and to keep working hard to meet the needs of those we serve.

What are you most proud of?

We are most proud of the countless members we've seen achieve their financial dreams. Whether it's buying their first home, launching a successful business, or securing their dream vehicle, these milestones are a testament to the hard work and dedication of our members, and we're honored to have played a pivotal role in making them a reality. Additionally, we're proud of the strong relationships we've built within our community and the trust our members place in us. Every time we help someone reach a major life goal or overcome a financial challenge, it reaffirms our commitment to making a positive impact in their lives. These successes, both big and small, are what drive us and fill us with pride every day.

What's your secret to good customer service?

Our secret to delivering outstanding member service is our commitment to treating each member as more than just a number. We view every member as a valued neighbor, understanding that everyone has unique financial needs and goals. Instead of offering one-size-fits-all solutions, we take the time to get to know each individual and tailor our services to meet their specific needs. By focusing on personalized care and building genuine relationships, we ensure



that our members receive the support and attention they deserve. This approach allows us to provide meaningful and effective solutions that truly address their diverse financial situations.

How do you build trust with clients?

Building trust with our members is all about keeping our promises and being straightforward with them. We make sure to communicate openly, so everyone knows exactly what their options are and how any changes might impact them. Our team genuinely listens to each member's needs and offers solutions that fit their unique situations. We hold ourselves to high standards of honesty and professionalism, and we're active in the community because we truly care about making a difference. Trust is something we build through our actions and our sincere commitment to helping each member achieve their financial goals and feel valued.

Fun fact about your business?

A fun fact about being a member of Valley Credit Union is that you have access to over 30,000 surcharge-free ATMs nationwide! This means you can easily access your money almost anywhere, making banking more convenient and accessible no matter where you are. Whether you're traveling or just on the go, you can rest assured that your finances are always within reach.

FINALISTS

- Billings Federal Credit Union, various locations
- Stockman Bank, various locations

HOME & COMMERCIAL SERVICES

Berkshire Hathaway HomeServices Floberg Real Estate

65 years in business

1550 Poly Dr., Billings
201 S. Broadway Ave., Red Lodge
444 N. 9th St., Ste. C, Columbus
(406) 254-1550
bhhsflobergre.com

What makes you stand out from the competition?

Our customer service is built on a foundation of knowledge, care, and dedication. At Berkshire Hathaway HomeServices Floberg Real Estate, our Forever Agents℠ and Support Staff bring a wealth of expertise and insights that allow us to serve our clients with confidence and precision. Coupled with a genuine focus on personal care, we ensure each client receives thoughtful, tailored support that addresses their unique needs. This combination of knowledge and heartfelt service is what sets us apart in the real estate market.

What brings customers back to your business?

Service. Service. Service. Clients return to BHHS Floberg Real Estate because they know our Forever Agents℠ and Staff provide more than just expertise—they offer unwavering support throughout every step of the process. We stay ahead of the ever-changing market, work relentlessly to protect our clients' interests, and take pride in navigating the emotional journey of buying or selling with grace and determination. Whether it's guiding first-time homebuyers, managing commercial investments, or handling specialized transactions, our personalized, ongoing support makes every experience smooth and stress-free. It's this level of care that turns clients into lifelong friends.

What's something your customers may not know about your business?

Something many people may not know is that my husband, Dan, and I purchased Berkshire Hathaway HomeServices Floberg Real Estate over three and a half years ago from its original owners—Don and Marilyn Floberg, Tom and Robin Hanel, Mike Oliver, and Linda Parker. What made this venture so rewarding for us was the incredible team we inherited. Our agents and staff are not only highly knowledgeable but also deeply committed to providing exceptional service. Their dedication to going above and beyond for our clients has been the cornerstone of our success, and we feel fortunate to be part of such a caring and professional team.

What makes your business a good place to work?

Berkshire Hathaway HomeServices Floberg Real Estate isn't just a place to work—it's a community where our Forever Agents℠ and Support Staff are valued and supported. Our culture of abundance fosters a collaborative, family-oriented environment that empowers every team member to grow independently and succeed. It's this sense of inclusion and shared purpose that truly makes our business a great place to work.

What do you enjoy most about having your business in this community?

Our communities reflect everything we cherish about Montana—honesty, hard work, independent thinking, resilience and the shared sense of community pride. People coming together to support and strengthen each other is what makes doing business here so rewarding.

What can customers expect when they walk through your doors?

All clients receive a warm and friendly welcome from our team. We offer a full service, supportive and helpful environment with expert Forever Agents℠ and Support Staff ready to assist in all areas of real estate; commercial, industrial, residential, investment, farm and ranch properties. Whatever your needs, we're here to help.

What's your secret to good customer service?

Simple, we follow the Golden Rule—treat others as we would like to be treated. By considering the clients' perspectives and needs, our agents and staff work to ensure that every interaction is thoughtful, personalized, and responsive. This commitment to the clients helps us to consistently deliver a service that exceeds expectations.

What are some of the things you do to give back to the community?

At Berkshire Hathaway HomeServices Floberg Real Estate, giving back to our communities is one of the pillars of who we are. Our agents lead by example, with many actively involved in multiple nonprofit organizations and local initiatives. From volunteering to financial contributions, our team believes in supporting those who need a helping hand. As a brokerage, we take pride in organizing events like the Sugar Showdown, a sweet treat auction which this year raised over $18,000 in one evening, benefiting Special K Ranch and Hope Ranch—two organizations



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dedicated to making a difference in our community. These efforts represent just a small part of our year-round commitment to giving back."

What makes your business popular?

Our popularity is driven by a combination of factors: an exceptional team of experienced agents and staff, the respected legacy of the Floberg name, and the powerful reputation of Berkshire Hathaway HomeServices. This blend of professionalism, trust, and excellence makes us a top choice for clients in the community.

FINALISTS

- Central Heating & Air Conditioning, 1478 ½ Grand Ave.
- Sprague Roofing, 2120 Main St.

MEDICAL

Intermountain Health St. Vincent Regional Hospital

126 years in business

1233 N. 30th St.
(406) 237-7000
svh.org

What makes you stand out from the competition?

Serving the people of Montana, Wyoming, and the western Dakotas for more than 125 years, St. Vincent Regional Hospital is located in Billings, Montana. In addition to 12 Intermountain primary care clinics in and around the Billings area, St. Vincent offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children, St. Vincent Children's. St. Vincent has more than 1,700 caregivers and over 500 physicians and advanced care professionals. St. Vincent is part of the Intermountain Healthcare system. Based in Utah with locations in seven states (Montana, Colorado, Idaho, Nevada, Utah, and Wyoming) and additional operations across the western U.S., Intermountain Health is a nonprofit healthcare system comprised of 33 hospitals, 385 clinics, medical groups with some 4,600 employed physicians and advanced practice providers. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs consistently. To learn more about St. Vincent, visit svh.org.

What's something your customers may not know about your business?

At St. Vincent Regional Hospital, we're happy to tell you about us: our compassionate caregivers, our clinical excellence, our award-winning care and even our beautiful campus. But it's really all about you. Our patients and families are the center of everything that takes



★★★★★★ CUSTOMER SERVICE ★★★★★★



place in this healing space.

What do you enjoy most about having your business in this community?

St. Vincent Regional Hospital has served Montana and the Billings community for generations, first opening in 1899. We've grown over the decades as medicine has advanced and the needs of our community have evolved so that today we're not only a legacy, but an innovator paving the way for tomorrow. We love that we are part of a proud Billings past and exciting future all at once.

What can customers expect when they walk through your doors?

If you need care, you want to know that your hospital or healthcare system is known for patient safety and excellence. You can feel confident that St. Vincent Regional Hospital, part of Intermountain Health, has established a national reputation for our commitment to safety, excellence and innovation.

What does it mean to be voted Best of the Best?

Our caregivers are the foundation of our ministry. We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Regional Hospital, so to be voted by them as the "Best Customer Service - Medical" in Billings is an absolute honor. Our team lives out our mission every single day by improving the health of the people and communities we serve, and they are the heart of this organization.

What are you most proud of?

We are proud to be one of Montana's most trusted healthcare leaders that continues to make a meaningful difference in the communities we serve. While we reflect on our accomplishments and cherish our traditions, we embrace an innovative spirit that works to heal people and help them stay healthy. We're always modeling new approaches to care, with a focus on improving quality and creating more value for patients.

What are some of the things you do to give back to the community?

Inspired by our faith, St. Vincent Regional Hospital addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable. The Sisters of Charity of Leavenworth found creative ways to provide healthcare in their communities more than 150 years ago. Through strong community partnerships, we continue that work today, bringing innovative, evidence-based programs and services outside the hospital walls. St. Vincent is committed to investing in community benefit programs and initiatives that:

- Address the most critical needs of the communities we serve, especially of those who are poor and vulnerable
- Support health equity
- Address social determinants of health – conditions in which people live, learn, work and play – including economic stability, education, social and community environment, food security, housing, and transportation

FINALISTS

- Billings Clinic, various locations
- Yellowstone Surgery Center, 1144 N. 28th St.

RESTAURANT

Marble Table
4 years in business
2525 Montana Ave.
(406) 281-8891
themarbletable.com

FINALISTS

- Bistro Enzo, 1502 Rehberg Ln.
- The Vig | Alehouse & Casino, 501 Hilltop Rd.



RETAIL

Mattress King

38 years in business

1702 Grand Ave.
795 King Park Dr.
439 Daniel St.
311 N. 7th Ave., Bozeman
(406) 256-5464
mattresskingmt.com

What brings customers back to your business?

Guests return to our business because our team is focused on their needs, not commissions. This means our guests can make decisions confidently, knowing they're getting the right product for them—without any pressure.

What's something your customers may not know about your business?

Something our guests might not know is that Mattress King has been a proud, family-owned business in Billings since 1986. For the past 38 years, we've been committed to serving our community with dedication and care.

What makes your business a good place to work?

Our passion for making a positive impact starts with our team. We foster a work environment built on respect, open communication, and a commitment to continuous improvement, ensuring that every team member feels valued and empowered.

What can customers expect when they walk through your doors?

With a combined 200 years of experience in the mattress and furniture industry, our guests will be guided through the process of finding the right bed in their budget by a non-commissioned sleep certified team member. This paired with our complimentary sleep scan that uses the latest science and technology will help them confidently select the perfect mattress for a better night's sleep.

What are you most proud of?

We take great pride in the individual growth of our team members. Whether it's someone's first summer job, a stepping stone in their career journey or a long-term commitment, we're dedicated to investing in their strengths while fostering a sense of respect and community at every level.

What's your secret to good customer service?

The secret to good customer service lies in building a strong team with the right core values. We focus on cultivating personal integrity, a genuine willingness to serve, and a commitment to excellence with an open mind. When these qualities are deeply ingrained, exceptional customer service naturally follows.

How do you build trust with customers?

We build trust with our guests by prioritizing their well-being above all else. Our ultimate goal is to help them achieve their best night's sleep because we understand how crucial quality sleep is for overall health and well-being. We're not just here to sell a mattress; we're here to make a meaningful impact on our guests' lives. Our team is well-versed in the science of sleep and its profound effects on daily life. Since our team members are non-commission-based, their only focus is on guiding guests toward finding the perfect solution for their sleep needs. This genuine commitment to helping others is at the heart of the trust we build with each guest.

What makes your business popular?

For 38 years, Mattress King has been a trusted part of our community, a reputation built largely through word of mouth from satisfied guests. Our name has come to stand for quality and care, and that's something we're incredibly proud of. When guests walk into our stores, they can immediately feel our genuine excitement about helping them find a better night's sleep. This enthusiasm and dedication to their well-being is what sets us apart and continues to earn us the trust of our community.

FINALISTS

Apricot Lane

13 years in business

1603 Grand Ave Ste. 100
(406) 839-9360
instagram.com/apricotlanebillings

What makes you stand out from the competition?

For us, it's all about the customer experience. We love to help and make women feel special no matter what the occasion or budget. Our favorite customers are ones who hate to shop! That way we get to shop for you and fill your room with items you would never try on otherwise. (It helps that we all LOVE to shop!)

What brings customers back to your business?

We've developed wonderful relationships over the years. It's been fun to watch kids grow up and help women transition through phases in their lives. Our customers truly become our friends.

What's something your customers may not know about your business?

We do ALL our own buying. Every single item in the store is hand-selected, so we can listen to our customers and carry what works for our specific community. It's a huge advantage for us so we can bring in the trends in ways that work.

What makes your business a good place to work?

We've kept much of the same staff over the years. As the new owner, I worked in the store for 11 years before purchasing the business. We treat one another with love and respect and we really are having as much fun as it looks like when we are goofing off.

What do you enjoy most about having your business in this community?

Being able to give back to organizations in our community. Between our fundraising parties and donations, we have supported at least 10 local charities this year alone.

What can customers expect when they walk through your doors?

Whatever they want! Some people take their time and browse on their own, and some come in and want us to immediately fill a room with suggestions! We'll let you decide what works best for you, but we are always happy to help. Just don't be surprised when you go in a fitting room and it's full of our favorites and our personal picks for you. Customers are always shocked when they end up with the items we suggested- we have a head start since we try on everything as we get it.

OTHER FINALISTS

- King's Ace Hardware, various locations



ALL AROUND RESTAURANT

Ciao Mambo

14 years in business
2301 Montana Ave.
(406) 325-5100
ciaomambo.com



What makes you stand out from the competition?

Friendly hospitality, lively atmosphere and delicious food. Making everything fresh and to the customer's liking is a touch we are proud to be able to provide. Every assembled lasagna, tossed pizza and hand rolled meatball, gives our Mambo's nod to traditional Italian, even in the mountains of Montana.

What brings customers back to your business?

Consistency of knowing what to expect when walking through our doors and getting to enjoy that specific dish you have been craving, or server that always elevates your mood. We do our very best in making the experience, as a whole, something to remember.

What's something your customers may not know about your business?

Wine knowledge and food specials! Our wine list is curated to have a diversity of regions and varietals, both Italian and domestic. We love changing up the list frequently to bring in upcoming favorites. Staff wine teaching and knowledge is even more important, so they can find the perfect wine for your palette. Food specials are something new but an exciting addition for our customers. From mocktails and wine, to seasonal entrees and homemade desserts. We are excited to get to showcase our wonderful chef's creations.

What do you enjoy most about having your business in this community?

Being a part of the downtown atmosphere is special. Billings has created a communal space that is inviting and hip while keeping the historic aspects alive and relevant. Downtown is a walking hub of wonderful restaurants, breweries, shops and activities that attract not only Billings natives but people from all over the states. It's the perfect blend. Billings has really brought to light how grateful we are for the community. It's the friendly faces who we continue to welcome, the honest friendships we continue to make, and the joy that comes from opening our doors and being thankful for these 14 years with you. We would not be here without you!

What does it mean to be voted Best of the Best?

Truly honored. To be recognized by the community is amazing, especially when there are multiple wonderful restaurants within Billings. We are proud to get the opportunity to stand alongside all these businesses and more so thankful.

What are you most proud of?

Our wonderful team! Their hard work and consistency is something that cannot be measured.

Fun fact about your business?

We have a couple hidden pieces of artwork that are fun easter eggs in the building…

1. Mona Lisa is hung in a surprising place and is ironically large compared to the original. Some workers don't even know she is there but if you have waited for a table, you may have seen her welcoming you with her kind smile.

2. Izabella is a hand drawn portrait that has been on our walls since opening. She watches over our customers and workers like family. We aren't sure how she got there but love her charm.

Next time you visit us, I encourage you to try to find these lovely ladies. If you need a hint: Look UP!

FINALISTS

- Bistro Enzo, 1502 Rehberg Ln.
- The Marble Table, 2525 Montana Ave.

BAKERY

Nothing Bundt Cakes

3 years in business
1027 Shiloh Crossing Blvd., Ste. 6
(406) 412-0499
nothingbundtcakes.com

What makes you stand out from the competition?

Our Bundt Cakes are handcrafted and baked fresh daily in a variety of delicious flavors and sizes. To top it all off, our bakery offers a wide selection of retail items, including party supplies, décor, and gifts, making Nothing Bundt Cakes the perfect one-stop celebration shop.

What brings customers back to your business?

Not only do we offer 10 delicious flavors of cake topped with our signature butter cream frosting but, we also offer rotating seasonal flavors and limited pop-up flavors!



What's something your customers may not know about your business?
I think that most guests are surprised to learn that our cakes are baked fresh daily in the store.

What do you enjoy most about having your business in this community?
The Billings community has welcomed us with kindness and generosity. We truly love interacting with our guests and hearing their stories of celebration and how excited they are that we are here.

What can customers expect when they walk through your doors?
Our guests can always expect a warm welcome and a friendly face. No matter the occasion, we have something for everyone and we are here to help!

What does it mean to be voted Best of the Best?
Words cannot fully express my gratitude for being voted Best Bakery in Billings! We are honored and humbled to be voted "Best in Billings" amongst so many great bakeries that serve this amazing community!

What are you most proud of?
To be granted the opportunity to bring this incredible brand to Billings. Nothing Bundt Cakes was founded in 1997 by Dena Tripp and Debbie Shwetz in their Las Vegas home kitchens, and it has since grown to over 500 bakery locations in 40+ states and Canada, becoming the nation's largest specialty cake company offering a modern spin on a classic treat.

What's your secret to good customer service?
Genuine connections and having a servant's heart.

FINALISTS

- Great Harvest Bread, various locations
- Stella's Kitchen & Bakery, 2525 1st Ave. N.

BARBECUE

Blues BBQ

29 years in business
523 Hilltop Rd.
(406) 245-2583
bluesbbqbillings.com

What makes you stand out from the competition?
At Blue's our portions are hardy and delicious, our service is fast, we value our customers and we have reasonable prices.

What's something your customers may not know about your business?
Customers may not know that we can supply food in large quantities. Whether they are feeding people at the office, a work crew, friends or family we have them covered.

What do you enjoy most about having your business in this community?
We have been in the Heights for over 20 years. From the first day we opened our doors the Heights community has been so supportive. They have remembered us for lunches, dinners, team dinners, company meals, weddings, baby showers, birthday parties, and everything in between. We are so grateful to be a part of such a wonderful community.

What can customers expect when they walk through your doors?
Before our customers walk through the doors at Blue's they will be greeted by the aroma of whole hard woods smoking the best quality meats. A friendly face will greet them at the counter and soon after they will be enjoying the best BBQ Billings has to offer.

What does it mean to be voted Best of the Best?
Being voted the Best of the Best is such a rewarding honor. There are so many excellent restaurants in Billings. To realize that we are highly regarded in our community is validation that we are continuing to do what we set out to do almost 30 years ago when Blue's BBQ was born.

What's your secret to good customer service?
To us our customers are not just a number at a table, they are people who we value and appreciate. We are here to serve our customers and we are only here because of them.

FINALISTS

- Big T's BBQ, 4419 State Ave.
- Dickey's Barbecue Pit, various locations



BREAKFAST

Stella's Kitchen & Bakery

44 years in business
Clocktower Inn
2525 1st Ave. N.
(406) 248-3060
stellaskitchenandbakery.com

What makes you stand out from the competition?
Great homemade comfort food, great employees and of course our world-famous cinnamon rolls.

What brings customers back to your business?
Consistently great comfort food and a caring staff.

What's something your customers may not know about your business?
That the bakery (downstairs) was once the most popular bar in town - The Bonanza.

What makes your business a good place to work?
Owners and managers who work side by side with our employees and understand their value. We need them a lot more than they need us!

What do you enjoy most about having your business in this community?
The opportunity to provide our customers with preservative free freshly baked goods including scrumptious gluten friendly options.

What can customers expect when they walk through your doors?
A friendly smile, great customer service and the smell of freshly baked cinnamon rolls.

What does it mean to be voted Best of the Best?
The community recognizes us for being consistent in the service we provide and the food and products we deliver.

What are you most proud of?
Continuing the legacy that Stella and Ziggy began decades ago by offering a breakfast experience to the community that offers the nostalgia of Grandma's kitchen.

What's your secret to good customer service?
Treat customers and staff like you



want to be treated and work as hard if not harder than they do.

What are some of the things you do to give back to the community?

We support local charities including, MRM, Family Services, CLDI, St. Vincent de Paul and many local fundraisers. In conjunction with the hotel, Best Western Plus Clock Tower Inn, we have established and given over $60,000 to the Help for Homeless Pets.

How do you build trust with customers?

Consistently good food and service

What makes your business popular?

Freshly baked giant cinnamon rolls

FINALISTS

- Sophie's Kitchen, 149 Shiloh Rd., St. 3
- Tippy Cow Billings, 279 E. Airport Rd.

CATERER

Fuddruckers

40 years in business
2011 Overland Ave.
(406) 656-5455
fuddruckers.com/billings-homestead

What brings customers back to your business?

I believe having a consistent good product and friendly service will always win customers back.

What's something your customers may not know about your business?

We have been in business for 40 years and I still think people do not know that we mix hand roll and bake our buns every day!

What makes your business a good place to work?

It's busy. Fast paced. Fun environment with amazing customers.

What can customers expect when they walk through your doors?

Hopefully greeted with a smile! Clean environment and a consistently great meal.

What does it mean to be voted Best of the Best?

It's an honor to be the best! It helps show my staff that it's worth doing what we do every day.

What are you most proud of?

I am really proud of my staff, some have worked here for 10, 20, 30+ years! We cannot do it without their dedication.

What's your secret to good customer service?

Try not to make the environment stressful. Keep enough staff on hand to handle the business.

What are some of the things you do to give back to the community?

We sponsor a lot of school sports and food donations to many charities. Gift certificates to golf tournaments, banquets, and other fundraisers throughout the community.

Fun fact about your business?

We have a pond and ducks hang out there.

FINALISTS

- Blues BBQ, 523 Hilltop Rd.
- Tiny's Tavern, 323 N. 24th St.

CHEESEBURGER/ HAMBURGER

Fuddruckers

40 years in business
2011 Overland Ave.
(406) 656-5455
fuddruckers.com/billings-homestead

What makes you stand out from the competition?

We have fresh never frozen burgers. We make our own buns! Fresh condiment bar so you can add as much as you would like. We have amazing salads, chicken and a wide variety of amazing menu items to choose from.

What brings customers back to your business?

I believe having a consistent good product and friendly service will always win customers back.

What's something your customers may not know about your business?

We have been in business for 40 years and I still think people do not know that we mix hand roll and bake our buns every day!

What do you enjoy most about having your business in this community?

We have an amazing fan base! I have been with Fuddruckers from the beginning. I have seen families grow up and kids and grandkids still coming in and keeping traditions alive.

What can customers expect when they walk through your doors?

Hopefully greeted with a smile! Clean environment and a consistently great meal.

What does it mean to be voted Best of the Best?

It's an honor to be the best! It helps show my staff that it's worth doing what we do every day.

What's your secret to good customer service?

Try not to make the environment stressful. Keep enough staff on hand to handle the business.

What are some of the things you do to give back to the community?

We sponsor a lot of school sports and food donations to many charities. Gift certificates to golf tournaments, banquets, and other fundraisers throughout the community.

What makes your business popular?

We are a great lunch spot and a great place to bring a family or group for any occasion to enjoy a great meal in a fun atmosphere.

FINALISTS

- Copper Onion Bistro, 115 Shiloh Rd.
- The Burger Dive, 114 N. 27th St.

CHINESE FOOD

Grand Garden | Chinese Cuisine

17 years in business
3839 Grand Ave., Ste. A
(406) 656-9898
grandgarden.us

What brings customers back to your business?

Customers keep coming back to our business because of the unforgettable experiences we provide. Our commitment to exceptional service, consistently delicious food, and a welcoming environment leaves a lasting impression. We value each customer and strive to make every visit special, whether it's through personalized recommendations, attentive staff, or the



consistent high quality of our dishes. Ultimately, it's the joy of seeing familiar faces return and the satisfaction of meeting new ones that motivates us to keep delivering the best.

What makes your business a good place to work?

Our employees are the backbone of our company. Treating our staff as family members has helped us build a strong team. We are so fortunate to have our current team.

What do you enjoy most about having your business in this community?

Having our business in this community is incredibly rewarding. We cherish the personal connections we've built with our customers. Getting to know them, their stories, and being a part of their celebrations, big or small, is truly special.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect a warm and inviting ambiance that immediately makes them feel at home. They'll be greeted with friendly smiles and a genuine desire to make their dining experience exceptional. Whether they're seeking a cozy family dinner or a lively gathering with friends, they can count on excellent service, a relaxed atmosphere, and a memorable taste of Chinese cuisine.

What does it mean to be voted Best of the Best?

Being voted "best of the best" is truly an honor for us. It means our community appreciates the love and passion we put into our restaurant. It's a heartwarming acknowledgment of the effort we pour into making every meal special for our valued customers.

What are you most proud of?

What I'm most proud of is the sense of family and tradition we've cultivated at Grand Garden. We take pride in creating a warm, inviting atmosphere where people can come together, enjoy great food, and make lasting memories. This is something that brings us immense joy and fulfillment. Knowing we've created a place that resonates with our community is what makes all our hard work worthwhile.

How do you build trust with customers?

Consistency is the key to customers' trust. Being consistent with the taste of our good food and friendly customer service has built a strong trusting relationship between us and our customers.

What makes your business popular?

Word-of-mouth recommendations from satisfied patrons have played a significant role in our popularity, as happy customers often share their positive experiences with friends and family.

FINALISTS

- Asian Sea Grill, 1911 King Ave. W., Ste. 3 & 4
- NaRa Restaurant, 3 Custer Ave.

COFFEE SHOP

Classy N Sassy

11 years in business

1508 Main St.
1313 Broadwater Ave.
1221 6th Ave. N.
2816 Old Hardin Rd.
1410 38th St. W., Unit B
(406) 890-0806

What makes you stand out from the competition?

Classy N Sassy Coffee stands out by treating every customer as more than just a cup of coffee. We focus on meaningful interactions that brighten our customers' days, using locally sourced ingredients and roasting our beans locally. As a veteran-owned business, we are deeply committed to our community and offer not just high-quality drinks, but a welcoming atmosphere that makes every guest feel like family.

What brings customers back to your business?

Customers return to Classy N Sassy Coffee because we treat them as more than just a transaction or a cup of coffee. Our personalized service, focus on locally sourced ingredients, and genuine care for every individual creates a loyal community. We go beyond offering great coffee by fostering real connections and making everyone feel like part of the family.

What's something your customers may not know about your business?

Something you might not know is that Classy N Sassy Coffee is not just a local family-run business; it truly





embodies the spirit of family. Our operations are hands-on with every family member actively involved, from crafting drinks to engaging with the community. We extend this hands-on approach to support local sports teams and community organizations through various sponsorships and donations, deeply intertwining our family values with our business practices.

What makes your business a good place to work?

Classy N Sassy Coffee prides itself on being a formative first workplace for many, setting high standards that equip young employees with skills for a successful career. Our commitment to quality and service excellence provides a solid foundation, teaching valuable lessons in professionalism and customer engagement. We also have a dedicated team of experienced employees who find great satisfaction and growth in their careers with us. This nurturing environment not only helps individuals grow into competent professionals but also enhances our team's ability to deliver top-notch service to our community.

What do you enjoy most about having your business in this community?

What we enjoy most about operating in this community is the deep connection we've fostered with our customers and neighbors. Being able to give back through local support and initiatives, and seeing the direct impact of these efforts, is incredibly fulfilling. We cherish the relationships built over the years and the unique opportunity to be a part of our customers' daily lives, sharing moments of joy over coffee. This sense of community is truly the heart of why we do what we do.

What can customers expect when they walk through your doors?

When customers visit Classy N Sassy Coffee, whether through our doors or at a drive-thru kiosk, they can expect a warm, welcoming atmosphere. Our team, driven by family values and a passion for quality, ensures every interaction is friendly and personalized. Customers will enjoy high-quality, locally sourced coffee made with care and precision, alongside delicious baked goods in a setting that feels like home. We strive to make every visit a positive part of your day, leaving you with a smile as you head on your way.

What does it mean to be voted Best of the Best?

Being voted Best of the Best is a significant honor for Classy N Sassy Coffee. It reflects the hard work, dedication, and passion we put into every aspect of our business—from the quality of our coffee and service to our deep involvement in the community. This recognition validates our efforts and reinforces our commitment to maintaining high standards. It's a testament to the strong relationships we've built with our customers, and it motivates us to continue striving for excellence in serving the community that supports us.

What are you most proud of?

We take immense pride in our role within the community and the strong relationships we've nurtured over the years. Our mission to deliver kindness along with quality coffee deeply resonates with our customers, making us a key part of their daily routines. We're equally proud of providing countless community members with stable, fulfilling careers where they are genuinely cared for and valued. These efforts enrich not only our business but also enhance the personal and professional lives of our team members, contributing significantly to the community's overall well-being.

What's your secret to good customer service?

Our secret to excellent customer service at Classy N Sassy Coffee lies in our meticulous approach to crafting each drink. We handcraft every beverage with precision and a customized touch, ensuring they are not just good, but the best. Our baristas move quickly to keep the line flowing without ever sacrificing the quality of our products. Above all, they genuinely care about each customer's day, adding a personal touch that makes every visit special. This combination of efficiency, quality, and genuine care is our formula for outstanding customer service.

What are some of the things you do to give back to the community?

At Classy N Sassy Coffee, giving back to the community is integral to our ethos. We actively support local initiatives such as FFA and sporting events, and we regularly donate coffee to numerous nonprofits. Our commitment to community growth and prosperity is driven by a servant-hearted approach, aiming to uplift and contribute positively to the neighborhoods we serve. This dedication helps us build strong bonds and foster growth within our community.

How do you build trust with customers?

At Classy N Sassy Coffee, we build trust with our customers by consistently delivering high-quality products and personalized service. We take pride in handcrafting each drink and ensuring every interaction is meaningful. We recognize and appreciate that our customers choose to spend their hard-earned money with us—a responsibility we don't take lightly. This deep respect for our customers and commitment to excellence in everything we do helps foster strong, trusting relationships within our community.

What makes your business popular?

Classy N Sassy Coffee's popularity is deeply rooted in our commitment to seeing each customer as more than just a transaction. We believe every person who walks through our doors is an integral part of our community. This philosophy, combined with our dedication to crafting high-quality drinks with locally sourced ingredients and engaging genuinely with every customer, sets us apart. Our community involvement and the personal connections we foster at our coffee shop have made us a beloved staple in the local landscape.

Fun fact about your business?

A fun fact about Classy N Sassy Coffee is that it's a genuine family-run business! Owners Cassandra and Travis Dennison have six daughters deeply involved in their lives and business. Their family spans across all school levels with a senior, a junior, twins in junior high, and the youngest in 3rd grade, underscoring the family-oriented values they bring to the coffee shop. This sense of family is integral to creating the warm, welcoming atmosphere that makes everyone feel at home at Classy N Sassy

FINALISTS

- City Brew Coffee, various locations
- Mazevo Coffee Roasters & Espresso Bar, various locations



EATING & DRINKING

DOUGHNUTS

Proof Doughnuts
2 years in business
805 24th St., Ste. 2
2715 1st Ave. N., Ste. A
(406) 860-4111
proofdonutscoffee.com

FINALISTS

- Albertsons, various locations
- Krispy Kreme, 2520 Central Ave.

FRESH MEAT/SEAFOOD (GROCER)

Ranch House Meat Co.
5+ years in business
2032 Old Hardin Rd.
6608 Highway 312, Shepherd
(406) 656-0777
ranchhousemeat.com

FINALISTS

- Meat Palace, 821 16th St. W.
- Seafoods of the World, 5800 Interstate Ave.

FRIED CHICKEN

Tiny's Tavern
40 years in business
323 N. 24th St.
(406) 259-1625
tinystavern.com

FINALISTS

- Dave's Hot Chicken, 1020 Shiloh Crossing Blvd., Ste. 1
- Pizza Ranch, various locations

ICE CREAM

Candy Town USA
19 years in business
1025 Shiloh Crossing Blvd., Ste. 2
(406) 651-9196
candytownusa.com

FINALISTS

- Big Dipper Ice Cream, 100 N. Broadway
- Softees, 2407 Broadwater Ave.



Carbone's Pizzeria & Pub MONTANA

3925 Grand Ave.
(406) 281-8431



We're grateful you've chosen us as the

BEST PIZZA IN BILLINGS

INTERNATIONAL FOOD

Five on Black

6 years in business
316 S. 24th St. W.
(406) 534-2626
fiveonblack.com

What makes you stand out from the competition?
We are a space that is clean and is inviting. We make everything from scratch!!! Real food done healthy.

What brings customers back to your business?
Taste, taste, taste. You can taste the difference in what we do.

What's something your customers may not know about your business?
We are a Montana company starting in Missoula Montana and are now in Bozeman, Billings and Great Falls. We are 100% gluten free!!

What makes your business a good place to work?
We run things differently than most. We work very hard at creating a space that is both diverse and fun. Or people genuinely matter to us.

What do you enjoy most about having your business in this community?
Billings is full of fantastic people!

What can customers expect when they walk through your doors?
Good food, good people and a good time.

What does it mean to be voted Best of the Best?
We are absolutely honored to have won 2 years straight.

What are you most proud of?
The team and the brand have worked so hard and it's beautiful seeing it pay off.

What's your secret to good customer service?
Our guests are our family and all are welcome.

What are some of the things you do to give back to the community?
Community nights, sports team sponsorships, feeding homeless, Toys for Tots, fundraisers and a much more.

How do you build trust with customers?
Treat people with respect and believe the best in people make all the difference.

What makes your business popular?
We seriously care and provide something that nobody has.

FINALISTS

- Camacho Taco, 2240 Grand Ave.
- Spitz Mediterranean Street Food, 313 N. Broadway

ITALIAN FOOD

Bistro Enzo

25 years in business
1502 Rehberg Ln.
(406) 651-0999
bistroenzobillings.com

What makes you stand out from the competition?
Bistro Enzo is a staple (25 years) in Billings and we have menu items that are desirable to everyone. With fresh seafood, prime grade steaks, pastas, wood-fired pizza, and a variety of small plates and fresh salads, we have something for any occasion.

What brings customers back to your business?
Consistency! That is one very common compliment we receive daily. When you dine with us, you know the food is going to be great, and the service is always top notch.

What does it mean to be voted Best of the Best?
I say this year after year, but to be voted someone's favorite version of anything, they are paying you the highest compliment. It is something that can't be argued and we are very grateful to win in three different categories this year.

What are you most proud of?
I am most proud of the entire Enzo team. From customized service and unmatched hospitality to the freshest food made with care and precision, they execute every single night. I bought the business in June of 2020, right in the middle of the pandemic. There was no playbook ever designed for anything we had to deal with, but the entire team did not miss a beat and we ended up having one of the most successful years in the history of the restaurant. That is something I will always be very proud of.

What's your secret to good customer service?
We are all about hospitality. How you make someone feel is what hospitality is all about. One of my favorite quotes from Restaurateur Danny Meyer, "Business, like life, is all about how you make people feel. It's that simple, and it's that hard." I think about that quote a lot in the restaurant business, as well as my commercial real estate business every single day. (Tyler is also a commercial real estate agent with NAI Business Properties.) All of our managers, servers, and bartenders have different styles of service, which I love, but everyone has the same goal in mind, to give the best customized service and make every guest's experience the best every time they dine with us.

How do you build trust with customers?
People have a personal and emotional connection to food. The restaurant business is not so much about the food, but the actual relationship with and how we make guests feel when they dine with us. Seeing people connect over food and beverage is a beautiful thing. And we are happy to be overly hospitable and make every dining experience a memorable one.

FINALISTS

- Ciao Mambo, 2301 Montana Ave.
- Piccola Cucina Ox Pasture, 7 Broadway Ave. N. Red Lodge MT

MEXICAN FOOD

Guadalajara

29 years in business
1911 King Ave. W, Ste. 6
17 N. 29th St.
1403 Main St.
335 1st St., Havre
guadalajararestaurantmt.com

What makes you stand out from the competition?
We are traditional and trendy and cater to our now home of Montana. We know our neighbors and love what our state has to offer, from traditional skinny margaritas made from fresh-squeezed lime, lemon and orange to our Flathead cherry and huckleberry margaritas, we love using our



in-state fresh ingredients to share with our amazing locals and visitors.

What brings customers back to your business?

Definitely the quality of our ingredients and trying to be as consistent as possible. We use Montana beef for all our beef recipes. We are lucky to live in a region with some of the best beef in the world. In our opinion, that makes our dishes when mixed with our spices from Mexico, that much better.

What's something your customers may not know about your business?

At our King Avenue location, we have a nice patio area out front and an entire wall of TVs cover one of the walls at the bar area inside. We carry all the NFL games and fans can expect fun new tequila drinks, food pairings, and special tequila tasting events.

What makes your business a good place to work?

It consists of our wonderful family and local staff. Montana made and raised, having people from our community allows us to be aware of what is going on and how we can help those in need. It's very special to feel like you work with family for family.

What do you enjoy most about having your business in this community?

That they have supported and helped us evolve for over 20-plus years. We couldn't do it without them and our neighbors are our biggest motivation!

What can customers expect when they walk through your doors?

A hardworking friendly face from their community.

What does it mean to be voted Best of the Best?

It means everything! What an act of support and validation from the people we love serving. Such an honor!

What are some of the things you do to give back to the community?

We do our best to help in every way, anytime someone needs anything. I love that they are comfortable enough to come and ask us for help.

How do you build trust with customers?

Like every business, you will have your times where something may go wrong and it is especially important to not just listen but try to resolve it by listening and taking initiative to improve and fix the issue to the best of our ability.



What makes your business popular?

That we have been here for so long enjoying and evolving WITH our community.

Fun fact about your business?

At the King Ave location we serve quesabirria tacos. We use our very old family recipe birria to make the tacos. They are made of brisket and paired with our consume' (bone broth) for dipping.

FINALISTS

- Camacho Taco, 2240 Grand Ave.
- La Palmita Taqueria, 2300 King Ave. W.

MICRO BREWERY

Canyon Creek Brewing

11 years in business
3060 Gabel Rd
(406) 656-2528
canyoncreekbrewing.com

What makes you stand out from the competition?

We have been voted Best Microbrewery four years in a row! That's an exciting accomplishment that makes us stand out from similar breweries in



the Billings community.

What brings customers back to your business?

We are dedicated to making our customers' experience memorable and relaxing. We have a great loyal staff, many of whom have been employed with us for many years.

What do you enjoy most about having your business in this community?

Our customers are great! We love having our brewery be a part of the Billings community.

What does it mean to be voted Best of the Best?

It's a great feeling! We wouldn't be here without the support of the great folks of Billings, and beyond.

What are you most proud of?

We are very proud of building a brewery from the ground up, and then watching it evolve and grow to fit the needs of our community.

What are some of the things you do to give back to the community?

We are happy to give back to the community and have done so by sponsoring fundraisers and donations throughout the year. We are open to giving back to the community that continues to support us.

How do you build trust with customers?

We strive to remain consistent in everything we do from the beer brewing process to customer service.

What makes your business popular?

Great tasting brews, the best customer service and a beautiful place to relax with family and friends.

FINALISTS

- Diamond X Beer Co., 5417 Hawk Creek Ave.
- Last Chance | Pub & Cider Mill, 2203 Montana Ave.



PIZZA

Carbone's Pizzeria & Pub

12 years in business

3925 Grand Ave.
(406) 281-8431
carbones406.pizza

What makes you stand out from the competition?

Our fresh ingredients. You know when you are eating fresh foods because the flavors are vibrant and distinct in each and every bite.

What brings customers back to your business?

Our predictability in delivering a great pizza and meal to our customers.

What's something your customers may not know about your business?

Our customers know everything about our business since they have been with us since the start.

What do you enjoy most about having your business in this community?

We love our customers and we love to serve the community because being together is what life is all about.

What can customers expect when they walk through your doors?

A great time with familiar faces and a consistently delicious meal.

What does it mean to be voted Best of the Best?

It tells us we are doing the right things for and by our customers. It also tells us all the hard work we put into serving our customers pays off each and every day.

What are you most proud of?

Our staff. We think we have the best people in back so we can serve the best people out front.

What's your secret to good customer service?

Treating each customer like you would your family. Personal service with a smile. Our motto is "We appreciate You!"

What makes your business popular?

We call it the three 'P's' - the pizza, the people and the place!

FINALISTS

- Bullman's Wood Fired Pizza, 1005 Shiloh Crossing Blvd.
- Village Inn Pizza Parlor, 2455 Central Ave.




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PLACE FOR A ROMANTIC DINNER

Bistro Enzo

25 years in business
1502 Rehberg Ln.
(406) 651-0999
bistroenzobillings.com

What makes you stand out from the competition?

Bistro Enzo is a staple (25 years) in Billings and we have menu items that are desirable to everyone. With fresh seafood, prime grade steaks, pastas, wood-fired pizza, and a variety of small plates and fresh salads, we have something for any occasion.

What can customers expect when they walk through your doors?

The first thing you see is our beautifully designed open kitchen, stunning custom artwork by Kira Fercho, and greeted by gracious managers and hosts. When you see the fire from the pizza oven and smell the amazing food right when you walk in, you know it's going to be a good evening.

What does it mean to be voted Best of the Best?

I say this year after year, but to be voted someone's favorite version of anything, they are paying you the highest compliment. It is something that can't be argued and we are very grateful to win in three different categories this year.

What's your secret to good customer service?

We are all about hospitality. How you make someone feel is what hospitality is all about. One of my favorite quotes from Restaurateur Danny Meyer, "Business, like life, is all about how you make people feel. It's that simple, and it's that hard." I think about that quote a lot in the restaurant business, as well as my commercial real estate business every single day. (Tyler is also a commercial real estate agent with NAI Business Properties.) All of our managers, servers, and bartenders have different styles of service, which I love, but everyone has the same goal in mind, to give the best customized service and make every guest's experience the best every time they dine with us.

What are some of the things you do to give back to the community?

We are very blessed to be a part of the best community and try to give back as much as possible. Tyler and Chef Alex also donate multiple private dinners annually to various organizations that are auctioned off at fundraising events. Bistro Enzo participates in over 50 charitable events/sponsorships a year, and we are always eager to give back.

How do you build trust with customers?

People have a personal and emotional connection to food. The restaurant business is not so much about the food, but the actual relationship with and how we make guests feel when they dine with us. Seeing people connect over food and beverage is a beautiful thing. And we are happy to be overly hospitable and make every dining experience a memorable one.

Fun fact about your business?

Bistro Enzo is celebrating its 25th year in business this year. When I purchased the restaurant over four years ago, we had 24 employees and now have close to 50. A lot of our team members have been with Bistro Enzo over 10 years, and a few over 20 years. There is something comforting when you go into your favorite businesses and see the same familiar faces, who over the years become extended family to you and yours.

FINALISTS

- Ciao Mambo, 2301 Montana Ave.
- The Marble Table, 2515 Montana Ave.

PLACE FOR LUNCH

Spitz Mediterranean Street Food

2 years in business
313 N. Broadway
(406) 200-7926
spitz-restaurant.com

What makes you stand out from the competition?

We like to think that our atmosphere and flavors offer something unique to Billings. We are one of the only "Upscale Fast Casual" restaurants in town. Customers place their orders at the counter, and we deliver the food to their tables. We also offer a selection of craft beer, wine, and homemade sangria.

What brings customers back to your business?

Our customers love returning for our amazing flavors, relaxed atmosphere, and excellent customer service.

What's something your customers may not know about your business?

We are excited to announce that we will open a new West End location this winter! Stay Tuned!

What makes your business a good place to work?

We strive to create a vibrant and enjoyable work culture. We deeply value our employees and recognize their dedication is integral to our success. We do our best to create a team-centric, positive workplace. We would not be where we are without our amazing staff!

What do you enjoy most about having your business in this community?

Billings is a land of opportunity. The people in this community are eager to support small businesses. When we set out to open Spitz, we received support from all over, and we were pleasantly surprised by the inclusive and supportive nature of the Downtown Business Association (DBA) and other businesses in the downtown area.

What can customers expect when they walk through your doors?

When you arrive, one of our crew will welcome you and hand you a menu. They'll be around to help with any questions. While you're here, take some time to check out the cool stuff, like the custom artwork that features old pictures from Billings, the Crow designs, and our favorite albums behind the bar.

What does it mean to be voted Best of the Best?

It looks like our hard work is really paying off! We're hitting our goal of creating a fun, inclusive atmosphere, serving amazing fresh food, and providing excellent customer service. Thank you so much to our patrons for voting for us!

What are you most proud of?

We are proud to be a part of a community that encourages and supports us and gives us the ability



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BARK PARK

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Closed Saturday and Sunday

1215 Monad Rd, Billings, MT 59101
Phone: (406) 894-2275
rusty@barkparkmt.com

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THANK YOU

DENNY MENHOLT IS PROUD TO BE VOTED

DENNY MENHOLT
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to start and operate a restaurant that people from all walks of life enjoy. There are some amazing things happening every day downtown, and we feel fortunate to be a part of the scene!

What's your secret to good customer service?

Our customer service thrives when our employees take pride and joy in their work. We are nothing without our awesome employees—they are the best!

What are some of the things you do to give back to the community?

Peter leads the Billings Skate Committee, which aims to enhance and enlarge the downtown skatepark. The committee is focused on ensuring the skate park is a safe environment for kids and fostering a vibrant community. We also donate to many high school sports organizations and other businesses, aiming to make a positive change for the community as a whole.

How do you build trust with customers?

We strive to earn our customers' trust by consistently providing high-quality, fresh food, excellent customer service, and a clean restaurant. We are dedicated to our restaurant, and you can usually find one or both of us working at any time.

What makes your business popular?

Spitz offers something for everyone! We can accommodate almost any dietary preference, including vegan and vegetarian options. Our chicken, beef, and lamb are certified Halal. We are known for having some of the best wings in town. Whether you prefer dining solo, a quick meal to go, or hanging out, we've got you covered. Our establishment offers a variety of games for friends looking to hang out or couples on a date. We are kid-friendly and have two dog-friendly patios.

Fun fact about your business?

If you are planning a large gathering, we offer a variety of catering options to suit any size event. Additionally, our back patio is available for private party reservations.

FINALISTS

- Off Main Deli, 1139 N. 27th St., Ste. B
- The Burger Dive, 114 N. 27th St.

RIBS

Blues BBQ

29 years in business
523 Hilltop Rd.
(406) 245-2583
bluesbbqbillings.com

What brings customers back to your business?

We hear time and time again from our customers that they appreciate our consistently delicious food, our reasonable prices, and our friendly staff who know many of them by name.

What makes your business a good place to work?

We value our employees at Blue's. They are the backbone of our business. We would not be where we are today without the help of our staff. We work around our employee's school and life schedules.

What can customers expect when they walk through your doors?

Before our customers walk through the doors at Blue's they will be greeted by the aroma of whole hard woods smoking the best quality meats. A friendly face will greet them at the counter and soon after they will be enjoying the best BBQ Billings has to offer.

What does it mean to be voted Best of the Best?

Being voted the Best of the Best is such a rewarding honor. There are so many excellent restaurants in Billings. To realize that we are highly regarded in our community is validation that we are continuing to do what we set out to do almost 30 years ago when Blue's BBQ was born.

What are you most proud of?

At Blue's we are most proud of our hardworking employees. We have a small close knit mighty crew. Restaurant work is hard and fast paced. They show up for work ready every day ready to work with a great attitude.

What are some of the things you do to give back to the community?

We support the youth in our community. We understand the value that youth organizations bring to our community. We support those organizations through gift certificates, food donations and sponsorships.

In addition to that we support people who are going through hardships by donating food and gift certificates for fund raisers.

FINALISTS

- CJ's Bar & Grill, 2455 Central Ave.
- Rib and Chop House, 1849 Majestic Ln.

SEAFOOD

Bistro Enzo

25 years in business
1502 Rehberg Ln.
(406) 651-0999
bistroenzobillings.com

What brings customers back to your business?

Consistency! That is one very common compliment we receive daily. When you dine with us, you know the food is going to be great, and the service is always top notch.

What can customers expect when they walk through your doors?

The first thing you see is our beautifully designed open kitchen, stunning custom artwork by Kira Fercho, and greeted by gracious managers and hosts. When you see the fire from the pizza oven and smell the amazing food right when you walk in, you know it's going to be a good evening.

What are you most proud of?

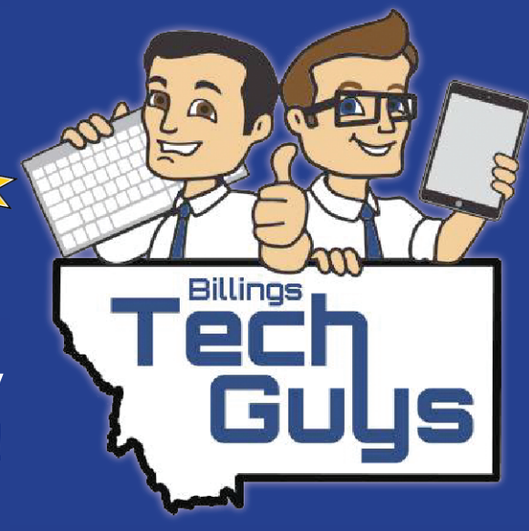
I am most proud of the entire Enzo team. From customized service and unmatched hospitality to the freshest food made with care and precision, they execute every single night. I bought the business in June of 2020, right in the middle of the pandemic. There was no playbook ever designed for anything we had to deal with, but the entire team did not miss a beat and we ended up having one of the most successful years in the history of the restaurant. That is something I will always be very proud of.

What's your secret to good customer service?

We are all about hospitality. How you make someone feel is what hospitality is all about. One of my favorite quotes from Restaurateur Danny Meyer, "Business, like life, is all about how you make people feel. It's that simple, and it's that hard." I think about that quote a lot in

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www.BillingsTechGuys.com

the restaurant business, as well as my commercial real estate business every single day. (Tyler is also a commercial real estate agent with NAI Business Properties.) All of our managers, servers, and bartenders have different styles of service, which I love, but everyone has the same goal in mind, to give the best customized service and make every guest's experience the best every time they dine with us.

What are some of the things you do to give back to the community?

We are very blessed to be a part of the best community and try to give back as much as possible. Tyler and Chef Alex also donate multiple private dinners annually to various organizations that are auctioned off at fundraising events. Bistro Enzo participates in over 50 charitable events/sponsorships a year, and we are always eager to give back.

Fun fact about your business?

Bistro Enzo is celebrating its 25th year in business this year. When I purchased the restaurant over four years ago, we had 24 employees and now have close to 50. A lot of our team members have been with Bistro Enzo over 10 years, and a few over 20 years. There is something comforting when you go into your favorite businesses and see the same familiar faces, who over the years become extended family to you and yours.

FINALISTS

- Crazy Mary's Fish & Chips, 1404 6th Ave. N.
- Phattys Seafood and Steakhouse, 1603 Grand Ave., Ste. 145B

STEAK

Rib and Chop House

23 years in business

1849 Majestic Ln, Billings, MT
21 3rd St N, Suite 1A, Great Falls, MT
305 E. Park St, Livingston, MT
2159 Burke St, Bozeman, MT
4655 Harrison Ave, Butte, MT
(406) 839-9200
ribandchophouse.com/billings-montana

What brings customers back to your business?

Customers return because of our commitment to "Rocky Mountain Hospitality." We offer a blend of casual yet attentive service, with great food quality, making every visit feel welcoming. Consistency in delivering perfect execution and a warm atmosphere keeps our guests coming back.

What do you enjoy most about having your business in this community?

We take great pride in being part of exceptional small towns. There's something special about contributing to the vibrancy and connectedness of these communities, and it's rewarding to see our restaurant become a gathering place for locals. We also enjoy partnering with our local high schools and universities to further involve ourselves in the community.

What can customers expect when they walk through your doors?

Customers can expect fantastic service, quality food, and a sense of comfort. Our team is dedicated to creating extraordinary dining experiences, ensuring every guest feels valued from the moment they enter.

What does it mean to be voted Best of the Best?

Being voted Best of the Best is a testament to the hard work and dedication of our staff. It reflects our constant pursuit of excellence and the strong bond we've built with the community.

What are you most proud of?

We're proud of our growth and the relationships we've cultivated in each town we serve. Every day, we strive to raise the bar in service, quality, and hospitality, making us a trusted dining choice.

What's your secret to good customer service?

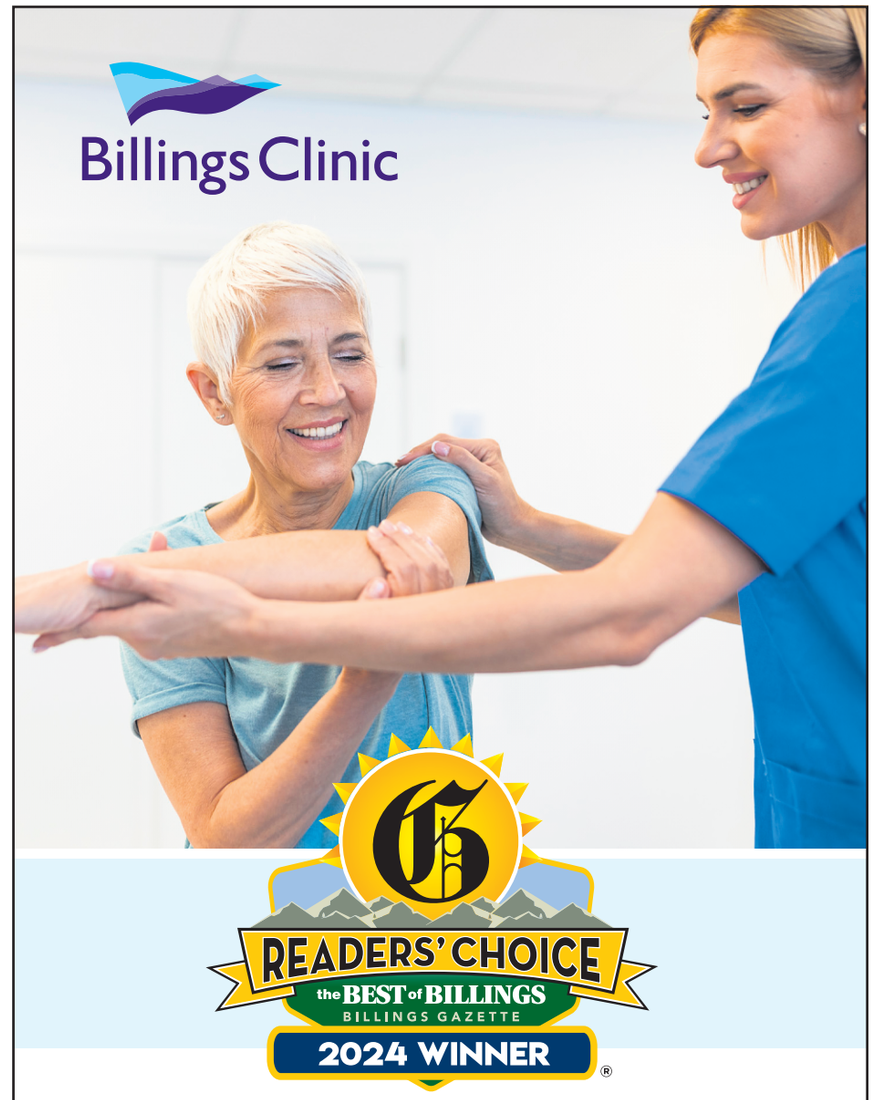
Our secret lies in the personal touch we provide. We treat every customer like family, with loyalty, attention to detail, and a genuine desire to create a memorable experience.

How do you build trust with customers?

We build trust by consistently delivering on our promises—whether it's quality food, safety standards, or friendly service. Our guests know they can rely on us for a great experience every time they visit.

What makes your business popular?

Our popularity stems from our unique blend of hospitality, quality, and atmosphere. People love our friendly service, delicious food, and the way we make them feel at home.



Thank you, Billings!

We are honored to be selected as **Readers' Choice Award Winner for best Physical Therapy and Rehab**. We are committed to excellence, and we truly appreciate your support and recognition.

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FINALISTS

- Buffalo Block Prime Steakhouse, 2401 Montana Ave.
- Edgar Bar, 105 Elwell St., Edgar MT

SUB SANDWICH

Jersey Mike's Subs

5 years in business
1020 Shiloh Crossing Blvd., Ste. 2
315 Main St., Ste. 200
1640 Grand Ave., Ste. A
(406) 601-1220
jerseymikes.com

What makes you stand out from the competition?

At Jersey Mike's, we offer a sub above – one that's measured in more than inches or seconds 'til served. We carefully consider every aspect of what we do – every slice, every sandwich, every store – we provide our customers with sustenance and substance too.

What brings customers back to your business?

Jersey Mike's is a brand that believes: In the value of ingredients, in the virtue of intention, and in the idea that making a sub sandwich and making a difference can be one and the same. We start with a strong foundation: the kind of high-grade ingredients you'd use yourself if you could. Premium meats sliced on the spot, the freshest vegetables...a hot grill always ready and delectable bread baked throughout the day. And then...there's the juice. Red wine vinegar and olive oil. The juice. It's what turns good into great, better into best, and it elevates our sandwich to the highest level. The juice is the active ingredient in a sub above. It's an exquisite zing... a splash of extra and unexpected. Of course, the concept goes beyond sandwiches: Life is better with juice too. A little added effort, a splash of extra and unexpected, elevates everything. So, we take the time to know your name. We enliven where we can. And when we ask "how can we help?" we mean it.

What's something your customers may not know about your business?

We are locals! We live here. Our kids go to school here, we worship here, we shop here and we are part of the community. We are a locally owned franchisee of Jersey Mike's Subs, founded in 2018 in Laurel Montana. We chose Jersey Mike's Subs because the brand is outstanding and its mission of Giving and Making a Difference in Someone's Life compliments our company's values.

What makes your business a good place to work?

We are upbeat fast casual restaurant that likes to have fun and banter with our guests. We have great benefits, pay and opportunities and the free food is outstanding.

What do you enjoy most about having your business in this community?

The Billings area community is super generous! When we have a fundraiser or we are supporting a special cause, the community rallys and it shows. People are really kind and patient.

What can customers expect when they walk through your doors?

Food that meets Jersey Mike's specifications and high-quality standards. Service that is noticeably friendlier than that of other restaurants. A restaurant that is noticeably cleaner than other restaurants and we make great subs too!

What does it mean to be voted Best of the Best?

We are truly honored and humbled that the community chose us to be Billings Best Sub Sandwich, and we won't take that for granted. We will continue to elevate our standards and strive for excellence always.

What are you most proud of?

Our amazing staff! Our teams work very hard at serving our guests. Even when we are super busy or we have to run a shift shorthanded, our teams rally and know how important it is to get it right, keep it real and make great subs!

What's your secret to good customer service?

Guest first attitude. Be authentic. Pay attention and listen. Incredible sense of urgency. Say what you mean and mean what you say. When you make a mistake, own it and fix it plus one!

What are some of the things you do to give back to the community?

Our mission statement at Jersey Mike's Subs is: "Giving, Making a Difference in Someone's Life". After all, helping is who we are. It's not an angle and it's not an act. We don't give to get, we give to give: Our passion, our time, our talent, and our attention...we always have and always will. Over the past 5 years we have given over $400,000 in cash and in-kind donations to various organizations including: Landon's Legacy, Montana Special Olympics, Tumbleweed, Boys and Girls Clubs of Yellowstone County and others.

How do you build trust with customers?

We believe staying true to your roots is critical. Your history, after all, is a running start for your future. The key to authenticity is this: Remember where you came from, remember where you're going, and choose the straightest line between the two. If you're good, be good always. If you're true, be true always. And if you're the best submarine sandwich on the planet, be the best submarine sandwich on the planet always.

FINALISTS

- TopZ Sandwich Company, various locations
- Staggering Ox, 2829 King Ave. W., Unit D

THAI FOOD

Imperial Thai

8 years in business
928 Broadwater Ave., Ste. A
(406) 371-5188
imperialthaimt.com

FINALISTS

- LemonGrass, 2695 King Ave. W., Ste. E
- Siam Thai Restaurant, 3210 Henesta Dr., Ste. G



★★ EATING & DRINKING ★★

WAIT STAFF

Ciao Mambo

14 years in business
2301 Montana Ave.
(406) 325-5100
ciaomambo.com

What's something your customers may not know about your business?

Nearly half of our staff has been a part of our family for 5+ years!

What makes your business a good place to work?

Team morale and our people. We know each other all so well. Instead of coworkers, we are friends. The respect goes a long way with everyone which makes for an easy environment to be in. It's laid back while still being passionate. We work hard and it really shows. The friendly customers we get the privilege to see makes for much more of a new, fun experience each night, rather than just a job. As much as we set the tone for our customers, they do the same for us.

What do you enjoy most about having your business in this community?

Forever we will continue to say this... we would not be here without the community. The regulars we know by name and all their life's histories, or the families that continue to travel back once or twice a year because they have a favorite dish and server, or the kids we've seen grow into young adults. It's about keeping those connections alive even outside of Mambo's walls and making new ones as years pass. This makes our small town of Billings so much more of a blessing than we sometimes realize. It's a true gem.

What can customers expect when they walk through your doors?

A Frank Sinatra serenade, roasted garlic amongst the air, smiling "thank yous", flying dough and flowing wine.

What are you most proud of?

This answer will always be our staff.

This is now the second year of having the privilege to accept "best wait staff" and it really is the best recognition. Getting the chance to honor the people that make up Ciao Mambo means the world.

Proud doesn't even begin to describe.

What's your secret to good customer service?

Kindness in any situation. Taking pride and care into even the smallest of details. Knowledge of not only the menu but of the customers' needs, even before the customer knows what they need!

How do you build trust with customers?

Honesty and respect. This truly goes a long way. From a new face to ones we see weekly, everyone will feel welcomed and at home. Kindness and care are key!



FINALISTS

- Bistro Enzo, 1502 Rehberg Ln.
- The Marble Table, 2515 Montana Ave.

WINGS

Tiny's Tavern

40 years in business
323 N. 24th St.
(406) 259-1625
tinystavern.com

FINALISTS

- Buffalo Wild Wings, 411 S. 24th St. W
- The Vig | Alehouse & Casino, 501 Hilltop Rd.

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1611 Zimmerman Trail
Billings, Montana 59102
billings-obgyn.com

CANNABIS PROVIDER

Seed of Life Labs

8 years in business

5702 Sterns Cir.
41 Sugar Ave.
3204 Comstock St., Miles City
2445 US Hwy 2, Havre
1716 Crisafulli Dr., Glendive
13177 Hwy 200, Fairview
(406) 702-7655
seedoflifelabs.com

What makes you stand out from the competition?

We refuse to settle. Our company has a strong culture of striving to improve on all fronts. Whether that's retail, manufacturing, cultivation, or any of our other departments, we are constantly looking for the best ways to provide quality products and customer services at the best prices.

What brings customers back to your business?

Our amazing staff. These guys are customer service experts and have a strong passion for the plant and the people who visit. We believe every shopping experience should be more than just a transaction.

What's something your customers may not know about your business?

Our stores and facilities have all been designed and built by the owner and a handful of other staff members. We custom tailor all projects to the market's demands or the production goals, to ensure the environments are top notch for our customers, plants, and products. We go the extra step in climate-controlled storage to ensure fresh product at every purchase.

What makes your business a good place to work?

Honestly, the company culture. The staff is always in a good mood, and we're all like-minded individuals who share the same vision and goals, both professionally and in our personal lives.

What can customers expect when they walk through your doors?

They can expect to be greeted by smiling faces, friendly staff, and a great environment. The selection is unparalleled, and we are constantly striving to provide more products for all shoppers, whether it's budget-friendly options, or the top-shelf products for the connoisseurs.



What does it mean to be voted Best of the Best?

In the wise words of DJ Khaled, "we da best".

What are you most proud of?

I'm most proud of watching the evolution of the company and its staff over the last 8 years. This started as a super small dream in my basement, and with the help of our amazing team, we've built one of the premier cannabis brands state-wide, with multiple state-of-the-art facilities at scale.

What's your secret to good customer service?

Genuine care. We have a policy that the budtenders are required to remember the names of their regulars. We want to get to know what you like, what you're looking for, or even help you find those things. These are a couple of many ingredients that compose an unforgettable shopping experience.

What makes your business popular?

Quality product, convenient locations, and unparalleled customer service.

FINALISTS

- Granite Peak Distributing, 4028 Central Ave.
- Stink Blossom, 1031 Hwy US-87

CHIROPRACTIC PRACTICE

Picard Chiropractic Clinic

14 years in business

2820 Central Ave., Ste. D
(406) 259-4908
picardchiro.com

What makes you stand out from the competition?

Authenticity & integrity. I will always help patients get to the root of their ailments to the best of my ability. I strive to help them recover in the shortest amount of treatments and time as possible. If I am unable to help someone with chiropractic care, I recognize that and will help refer them to the proper medical professional who may be able to help them with the condition that they have. Helping people achieve a pain free, healthy and active lifestyle is my passion.

What brings customers back to your business?

People come back to Picard Chiropractic because I treat each patient



like they are my family and will do whatever I can to help them. We do what we can to help accommodate people as soon as possible so they are not waiting for care when they need it the most.

What's something your customers may not know about your business?

Besides chiropractic, we offer dry needling therapy that does not require a referral. Patients can call in for a dry needling appointment and can get in to be seen without having to get a medical doctor's order. Dry needling is great for headaches, back pain, muscle sprains/strains and numerous other soft tissue problems. It is a great form of treatment and has been proven to be very effective!

What do you enjoy most about having your business in this community?

I came to Billings in 2010 from a small farming community in eastern Montana. I feel that the community has embraced me from the start and have always felt welcome here. There are so many fantastic opportunities Billings has to offer to help make the community grow and be successful. I enjoy being of service and giving back to the community that has continued to support me. I have met and become friends with many other business owners in Billings and I am proud to call Billings my home for me and my family.

What can customers expect when they walk through your doors?

A fun, welcoming environment. Each person is greeted with a hello and a smile by our front desk staff. We walk you through the paperwork process and how to get put in the system, making your next visit a breeze during check in. We help with insurance, check coverages, and are happy to help with any questions you may have along the way. Dr. Picard will always take the time to answer any questions you may have about your care and what to expect along the way during your treatment in our office.

What does it mean to be voted Best of the Best?

It means a lot to be voted the Best of the Best! It validates that my passion to help people is being received by the community. It makes me so happy to know that I am making a difference in people's lives and helping them live with less pain. There are a lot of good chiropractors in Billings, so receiving this is an honor. I truly appreciate everyone who took the time to vote for me this year!

What are some of the things you do to give back to the community?

I sponsor and have sponsored different sports programs throughout the year. My passion is giving back to local youth sports organizations in our community. Keeping kids active and part of a team/organization is an important way to learn many skills that can be used throughout their lifetimes. With my sons being active in sports, I have coached youth sports over the years which has allowed me to help kids not only with sports but with advice or a helping hand when needed. I give back to the community by donating auction items for numerous charity events and attending these events when possible.

How do you build trust with patients?

By treating each patient how I would like to be treated. I listen to each patient, get an understanding of what is going on, what health concerns have occurred in the past and how they are feeling. I explain what is going on with their body, how I can help fix the concern, and realistically what it's going to take to get there. If they are experiencing something I cannot help with, I will guide them to another professional that can possibly be of assistance. Being upfront and communication is the best practice in building trust with people.

What makes your business popular?

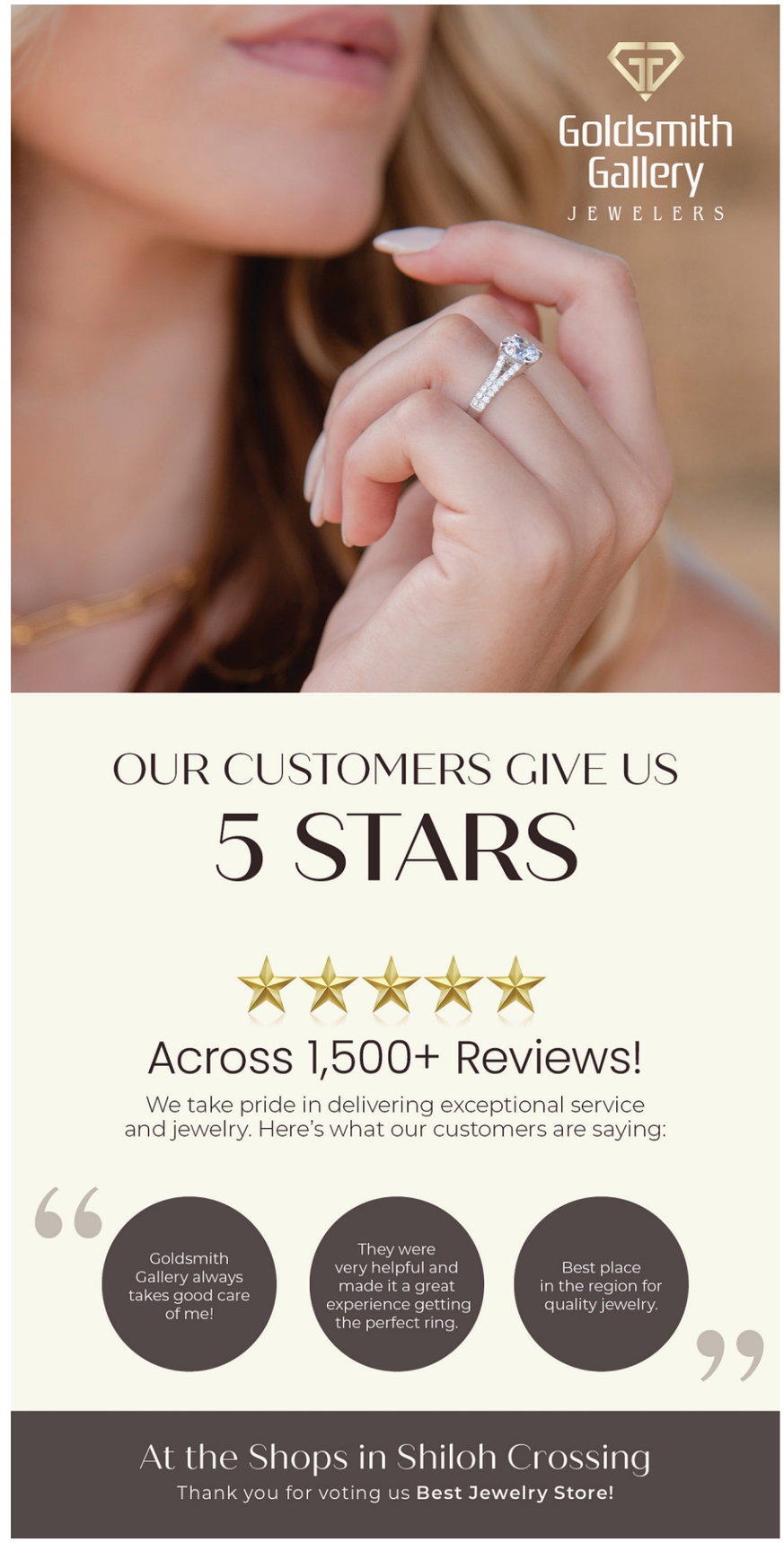
There is an increasing need for holistic healthcare without the use of prescription opioids, which has become a crisis. We take care of spinal conditions naturally, letting the body heal itself at the root of the cause.

Fun fact about your business?

Chiropractic does not discriminate! 1 day old or 100 years old, we can help you achieve your goals and help you live a healthier, happy life.

FINALISTS

- BARE Chiropractic, 3839 Grand Ave., Ste. 5
- Meier Chiropractic, 3419 Central Ave., Ste. C



DENTAL PRACTICE

Brewer Dental Center

41 years in business
2900 Central Ave.
710 Main St.
(406) 656-6100
brewerdentalcenter.com

What makes you stand out from the competition?

We are all about patient care. We strive to create an environment that is Convenient, Comprehensive and Comfortable. Life is busy and hard enough as it is. Our goal is to take care of you and your family's dental health and get you back to life.

What brings patients back to your business?

Patients return to us for the personalized care delivered conveniently. From implants and sedation to cosmetic dentistry and nightguards, to root canals and wisdom teeth removal, we do it all. We are available for life's surprises and for the most routine preventative care. Patients have come to recognize us for our experience and the personalized attention we provide. We believe that we are here to serve and care for our patients and they recognize the commitment we make to them.

What's something your patients may not know about your business?

People may not know this, but the favorite day of the year for most of our staff is our free dental event. Once a year we pool together and coordinate not as a business, but as humans, to care for people who may not be able to afford to get the care otherwise. All our staff looks forward to that day, donates their time, and takes pride in the fact that we can provide such an incredible service.

What makes your business a good place to work?

As an organization, we believe professional development is at the core of keeping our employees not only proficient in their skills but fulfilled on a fundamental level. Training, continued education, and countless hours focused on creating a culture of positivity are put in place to support our employees not only professionally but personally as well.

What do you enjoy most about having your business in this community?

We love Montana and we love Billings! Some of our staff were born and raised here, but a good number of our staff CHOOSE to be in Billings because of the welcoming nature of this community. As a hub in South Central Montana, Billings is lucky enough to serve all the smaller communities that surround us, and those communities play an integral role in our culture and the flavor of our city. Billings is a beautiful example of hometown values of family, faith and freedom.

What can patients expect when they walk through your doors?

When patients walk through our doors they can expect to be greeted with a smile, a warm welcome, and people who came to work that day solely to treat their patients with empathy and respect. Every appointment is tailored specifically for the patient whether it's routine or an emergency, so no patient will have the exact same experience. But they can be certain of one thing, each and every staff member is in that building because of them and they are all grateful our patients choose BDC!

What does it mean to be voted Best of the Best?

It is an incredible honor to be voted Best Dental Practice, not just once, but for over a decade. We are humbled by the love our patients show us and are grateful to do what we do every day. Our staff works tirelessly to put their best foot forward and make each patient's experience at our clinics special and this recognition gives us the determination to keep doing what we do best…providing amazing dental care!

What are you most proud of?

We are most proud of the passion the BDC staff has for providing high quality, comprehensive dental care. In the hustle and bustle of today's life, we can often forget that showing up every day and doing your absolute best is truly something to be proud of.

What's your secret to good customer service?

The secret to good customer service is believing in people. We believe in our patients, we believe in our staff, and the faith we put in each other is the secret of truly excellent customer service. If we wake up every day and believe we're here for a reason and a purpose, it's easy to do the right thing and treat patients with the respect they deserve.

What are some of the things you do to give back to the community?

We are all about giving back. Over the years we have hosted a free dental day annually, done smile makeovers, participated in donated dental programs, in school presentations and sealants for smiles. We also support local sports teams, and high school athletics. It is who we are and what we believe in. We believe in giving back and paying forward to help this community thrive and succeed.



How do you build trust with patients?

Trust is the foundation of all things and it's even more important when it comes to your healthcare. Trust is earned through saying what you mean and meaning what you say. We listen, we learn, and we provide each patient with what they need. We know that all people don't love coming to the dentist, but we respect our patients and the experiences that have made them who they are. We respect their wishes, provide education, never pressure, and are here when they need us. These daily actions are the reasons our patients bless us with their trust.

FINALISTS

- Grand Avenue Dental, 1302 Golden Valley Cir.
- Turley Dental Care, various locations



READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2024 WINNER

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Best Friends provides veterinary care 7 days a week. We take pride in providing the highest quality medical, surgical and preventative care with the utmost compassion.



Best Friends
Animal Hospital & Urgent Care Center

1530 Popelka Dr., Billings, MT 59105
(406) 255-0500 • BFAH.net
Monday - Thursday 7am - 12am (midnight)
Friday - Saturday 8am - 12am (midnight)
Sunday 8am - 8pm

EYE CLINIC

Bauer & Clausen Optometry

16 years in business
100 Brookshire Blvd.
(406) 656-8886
billingseyedocs.com

What makes you stand out from the competition?

Bauer & Clausen Optometry's extraordinary team. Everyone, including our team leads, opticians, technicians, patient care coordinators, and eye doctors, is dedicated to delivering exceptional vision care and service. Our commitment to service excellence is supported through ongoing staff training to ensure each person has the knowledge, skills and abilities to do their job well.

What can customers expect when they walk through your doors?

We pride ourselves on providing an exceptional patient experience from the moment our patients walk in the door to the moment they leave. Our team takes the time to truly listen to our patients' concerns, answer all their questions, and make them feel comfortable during their exam and while selecting new glasses.

What does it mean to be voted Best of the Best?

Bauer & Clausen Optometry is deeply honored to have been selected as Best Eye Clinic, Best Optical Store and Best Optometrist (Dr. Bauer). We are grateful for the trust our patients place in our team.

What are some of the things you do to give back to the community?

Our practice is proud to offer our annual Health Professions Scholarship to graduating seniors in Yellowstone County who are entering a health profession. We also provide eye exams and glasses to those who are in need through Tumbleweed. In addition, each year our employees nominate and vote on one employee who best represents our Core Values. That individual wins $1,000, of which $500 will go to a local non-profit of his or her choice.

How do you build trust with patients?

We like to say, 'we do common things in an uncommon way.' For example, we ask every patient how they want their exam findings explained – in great detail or a brief overview. Our goal is to communicate effectively with each patient in a manner that is most comfortable to him or her. We also train our staff in and practice active listening, ensuring we listen to all the patient's concerns and address each one appropriately. Personalizing the patient's experience is key.

What makes your business popular?

Our current patients are our best ambassadors. It isn't uncommon for someone to hear about us from a friend or family member, come in for an exam, and tell their friends and family they had a wonderful experience. We honor that trust by giving every new patient the same high level of care.

FINALISTS

- Barnett Eyecare & Eyewear, 2203 Broadwater Ave.
- Heights Family Eyecare, 430 Lake Elmo Dr.

HEARING AID PROVIDER

Rehder Balance & Hearing Clinic

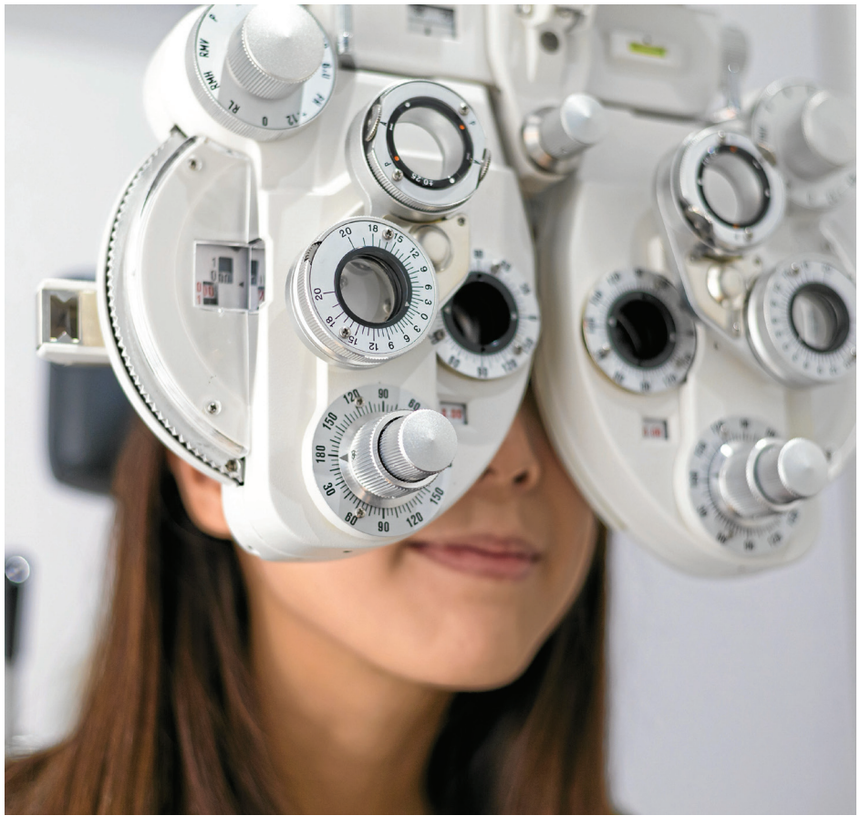
44 years in business
1101 N. 27th St., Ste. E
960 S. 24th St. W., Ste. H
(406) 245-6893
rehderhearing.com

What makes you stand out from the competition?

Here at Rehder Balance & Hearing Clinic our patients are our #1 priority. We will do everything we can to care for the individual needs of each patient. We have incredibly skilled Audiologists and a professional staff ready to serve in a way that surpasses expectations.

What brings customers back to your business?

Patients become like family in our clinic. We care for them as if we would care for our own loved ones. We provide each patient with the best Doctors and Providers, the newest and best technology in hearing aids and





treatments, and a warm and caring staff that truly care about the welfare of each person who enters our building.

What's something your customers may not know about your business?

We offer a broad variety of hearing and balance services and are one of the largest hearing and balance clinics in Montana. We offer ear cleaning at $25 per ear. We have heard so many say, "Wow that was the most effective and comfortable ear cleaning I have ever had," that alone may make a world of difference in helping an individual to hear their best. The expertise here is unsurpassed, and we want to keep living up to the legacy that has been in place for over 44 years.

What makes your business a good place to work?

We are so close here at our office. We are like one big thriving, happy family! We care about each other and want our patients to feel that as they come into our office. We take time to train our amazing personnel and we take the time to know each other and make clinic goals as a cohesive team. We do many trainings, retreats and activities to promote team building to help each other in our clinic. We are so blessed to have such professional, loving and incredible staff members.

What do you enjoy most about having your business in this community?

Is there anything better than the beauty of Montana and Wyoming? We are so fortunate to be a part of this area. The people in this community are what make it so amazing! We love our patients and their families dearly. The greatest compliment we can get is when a patient refers their family and friends to us. We are so thankful for that trust and we do not take it lightly. Thank you from the bottom of our hearts. Thank you for supporting us, we are so thankful for each of you.

What can customers expect when they walk through your doors?

A professional and inviting staff with warm smiles on their face as they greet you. A comfortable and clean environment, a treat and drink to quench your thirst, and warm professionals willing and able to help you.

What does it mean to be voted Best of the Best?

It means the world to us that we have your trust. We promise to keep serving you in the way you have come to expect. Thank you for the trust and continued support over our many years together. Thank you for making us Billings Best for 8 years now.

What are you most proud of?

We couldn't do it without our phenomenal staff. We are so thankful for all of them and the amazing team we have here. They have all put in late hours, overnight training, endless meetings, all to meet a higher quality of service, and to bring the level of expertise you truly deserve.

What's your secret to good customer service?

The secret is LOVE and RESPECT! We treat each customer with the same level of kindness we would show our own families. We will do everything possible to ensure a great experience for each person. At Rehder Balance & Hearing we are here with each patient for their individual journey. We are here to take care of all your needs.

What are some of the things you do to give back to the community?

We have a Patient Appreciation Day with raffles, refreshments and all we can do to celebrate our patients. We love the holidays and look forward to our annual "Gift of Hearing" a Christmas giveaway of premium hearing aids for three deserving individuals in our community. We donate time and materials to many charitable events throughout the year. We offer training classes to hospitals and clinics in our area, we help with outreach clinics for children hearing screenings and have students that come to learn and shadow the doctors to help them with their education.

How do you build trust with patients?

We respect each patient's individual needs and want to show the highest level of service and care in attending to those needs. We understand that each journey is personal…our experts will walk them through the process and give them all the tools they need to make important decisions. Our professionals are kind and caring and only want the best for each patient.

What makes your business popular?

We stand behind our name "Rehder Balance & Hearing" and our incredible staff! We stand behind our warranties and products, we are here to help see that each patient has a stress-free experience. There isn't anything better



than the joy we feel when we know we have made someone happy and helped them in ways others couldn't. We take our jobs very seriously and will do everything we can to treat and care for our patients. It's our greatest pleasure serving our wonderful community with all their hearing and balance needs. Our goal is to go the extra mile to give our patients their best possible experience.

Fun fact about your business?

Did you know that Dr. Browning is a professional ventriloquist and loves to bring a smile to those around him. He and his wife love to sing and have a great time volunteering in activities and groups all over Billings. The "Rehder" staff had an epic karaoke party at their last retreat together. We know fun…haha!

FINALISTS

- Big Sky Audiology, 111 S. 24th St. W., Unit 7
- Hearing and Speech Connection, 1655 Shiloh Rd., Ste. D

MEDICAL SPA

Central Wellness Medical & Aesthetic

13 years in business

1420 S. 24th St. W.
(406) 869-1066
centralwellness.com



What brings customers back to your business?

Empowering clients by educating them about treatments and wellness options. This helps them make informed decisions and delivering excellent results consistently reinforces their trust in Central Wellness.

What do you enjoy most about having your business in this community?

What I love most about Central Wellness is the opportunity to make a real, positive impact on the health and confidence of people in our community. Watching our clients' transformations and hearing their success stories makes every day rewarding and knowing that we are trusted as a go-to resource for wellness and aesthetics is something I deeply value.

What can customers expect when they walk through your doors?

When customers walk through the door at Central Wellness, they can expect a warm and welcoming atmosphere where their comfort and care are the top priorities.

What does it mean to be voted Best of the Best?

Winning the best medical spa award in Billings is an incredible honor for us. It reflects the dedication and hard work of our entire team, who strive to provide exceptional care and personalized treatments to every client. This recognition fuels our passion for continuing to elevate our services, staying at the forefront of aesthetic and wellness treatments, and ensuring that our clients feel confident, valued, and supported on their journey to wellness. It truly means the world to us and reinforces our commitment to making a positive impact in the lives of those we serve.

What are you most proud of?

Watching our dedicated team grow in their expertise and witnessing the positive transformations in our clients is incredibly rewarding. Our ability to stay at the forefront of innovative treatments while maintaining a warm, community-focused environment makes me proud every day.

How do you build trust with clients?

Clients should feel valued, we do this by personalizing their experience. Taking time to listen to their concerns, understanding their goals, and tailoring treatments to meet their needs will show them that you're invested in their well-being.

What makes your business popular?

Clients appreciate the individualized attention they receive. Every treatment plan is customized based on their unique goals and needs, making them feel truly cared for and valued. Also, our clients know that we the skilled staff, that is continuously trained in the latest procedures, ensures that clients get the most advanced and effective treatments. The expertise in aesthetics and wellness boosts client confidence and trust.

Fun fact about your business?

One treatment we do at Central Wellness in our Aesthetic Department is Botox injections. A fun fact that many people do not know about Botox is that it was originally used to treat eye muscle disorders! In the late 1980s, doctors discovered that Botox, which was initially developed to treat conditions like crossed eyes and uncontrollable blinking, also had the unexpected side effect of reducing wrinkles. This discovery led to its popular use in the cosmetic industry for smoothing fine lines and creating a more youthful appearance!

FINALISTS

- Plush Studios & Medical Aesthetics, 1423 38th St. W., Ste. 1
- Top Deck Medical Aesthetics, 3133 Central Ave., Ste. 1

Thank You Billings!

READERS' CHOICE THE BEST OF BILLINGS BILLINGS GAZETTE 2024 WINNER

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creative home illumination & decor

100 24th St W #3, Billings, MT 59102
406-655-7949
onesourcebillings.com

OB-GYN PROVIDER

Billings OB-GYN Associates

25 years in business
1611 Zimmerman Trail
(406) 248-3607
billings-obgyn.com

What makes you stand out from the competition?

Billing OBGYN strives to separate ourselves from our competition by providing the best personal healthcare we can. From the moment you call us on the phone for your first appointment, we are always striving for excellent customer service and providing the best care possible.

What brings customers back to your business?

A lot of our patients have a close, personal relationship with our physicians and providers that has gone on for many years. The excellent care our providers give and the relationship they develop with our patients is what keeps them coming back.

What's something your customers may not know about your business?

We have 9 physicians and 5 clinicians and soon adding a Psychiatric Mental Health Nurse Practitioner.

What makes your business a good place to work?

We are in the business of taking care of people. We strive to not only take great care of our patients, but also each other. Apart from the many breakfasts and lunches provided, we also have lots of contests like our famous Halloween costume contest and our Valentine box contest.

What do you enjoy most about having your business in this community?

We LOVE being in Billings. We try to recruit providers that are from Billings or Montana and have ties back to the community. All our physicians and providers are either from Billings or Montana or have some connection to the area. Our recently added physician Dr. Julie Middleton is from Billings and is excited to be back home. Over half of our staff are from Billings or the surrounding area.

What can customers expect when they walk through your doors?

Our wonderful patients can expect to be greeted with a friendly smile and excellent customer service. In person or on the phone, we strive to always provide the best care possible.

What does it mean to be voted Best of the Best?

We are proud to be voted the best OBGYN clinic. We have the best physicians and providers in the area and they are fantastic with our OB patients as well as our GYN patients.

What are you most proud of?

We are super proud of the excellent patient care we provide to all our patients. We deliver about 150 babies a month. We are proud of all our clinical and non-clinical staff and the way they care for not only our patients but also for each other.

What's your secret to good customer service?

We don't have any secret sauce. Just good friendly people that enjoy their jobs and love taking care of people.

What are some of the things you do to give back to the community?

We recently saw that there was a blood drive at the mall, so we gave every person 4 hours of paid time off if they went and donated blood. We were able to have 16 people go give blood. It was awesome.

How do you build trust with patients?

One of the biggest ways we build trust with our patients is doing what we say we are going to do and do it consistently. We are in the business of taking care of people. That's a sacred trust between a patient and their health care provider. We honor and guard that trust.

What makes your business popular?

Well, we deliver about 150 babies a month, so that helps keep us popular. I also think that our quality of physicians and providers keep people coming back.

FINALISTS

- Billings Clinic, 2800 10th Ave. N.
- Planned Parenthood of Montana, various locations

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Senior Living

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for Voting us Best Senior Living/Retirement Community!

We look forward to continuing to serve the Billings community with excellence for many years to come.

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BILLINGS GAZETTE
2024 WINNER

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406-652-4886 | westparksenior.com

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ORTHOPEDIC & SPORTS MEDICINE

Ortho Montana

55 years in business
2900 12th Ave. N., Ste. 140W & 100E
1739 Spring Creek Ln.
1635 Gleneagles Blvd.
711 W. Main St., Bozeman
2600 Wilson St., Miles City
(406) 237-5050
montanabones.com

What makes you stand out from the competition?

Ortho Montana bases our practice on a specialized orthopedic physician model, we call this our "Centers of Excellence". What that means to our patients is that when they choose to come to Ortho Montana the physician that works with them will be one that has seen thousands of similar issues instead of just a few. This specialization model allows our surgeons to become absolute experts in the area of orthopedics they focus on. What this means to our patients is that your quality of care is better at Ortho Montana, which equals better results for your orthopedic issue.

What brings customers back to your business?

Patients of Ortho Montana can expect an overall positive experience with desired results from healthcare providers they can trust. Our patient satisfaction scores drive our processes of care delivery, meaning, we are making decisions every day to improve our patients' experiences at Ortho Montana.

What's something your customers may not know about your business?

Orthopedic surgeons spend four years in medical school followed by five years of residency. All of the Ortho Montana physicians also complete an additional year of training (fellowship) with a focus on a specific type of orthopedic surgery (foot and ankle for example). This is the initial step in establishing our "Centers of Excellence" model and ensuring that we continue to provide the most knowledgeable and experienced providers to our patients.

What makes your business a good place to work?

Our team. Ortho Montana employs the very best of staff from back office to front office providers.

What do you enjoy most about having your business in this community?

We enjoy the people we get to serve each day here. Billings is home to many amazing people that come from all walks of life and we enjoy connecting and helping each of them.

What can customers expect when they walk through your doors?

At Ortho Montana we will always strive to provide the very best medical care to each patient while treating them with compassion and empathy.

What are some of the things you do to give back to the community?

Each of our providers are given a budget to donate to a charity of their choosing each year. As a group we also made many donations over the years to a wide range of organizations and charities.



FINALISTS

- Billings Clinic Orthopedics & Sports Medicine, 2702 8th Ave. N.
- Yellowstone Surgery Center, various locations

PHARMACY

Pharm406

4 years in business
1410 38th St. W., Ste. A
(406) 717-6100
pharm406.com

What makes you stand out from the competition?

Pharm406 is a Montana owned pharmacy. Through innovation and hard work, we provide better services to our communities compared to the competition. Pharm406 is open 7 days a week, has 3 drive through lanes and offers free delivery and mail outs across the state of Montana. Pharm406 has brought mobile vaccine clinics to rural communities and provides home visits to those who are home bound.

What brings customers back to your business?

Our customers keep coming back to Pharm406 because our staff works hard to get our customers in and out without all the corporate hassles. Customers

Colleen Black& Company, P.C.
Certified Public Accountant

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

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For Making Us Your Number 1
Best Tax Prep Service!
Congratulations **Connor Larson!**
Finalist For Billings Best Accountant!

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 FINALIST

(406) 248-1040 • www.cb1040.com
1925 Central Avenue
Billings, MT 59102

who support Pharm406 support local businesses like Pharm406 because local businesses are the heart of a local economy and support local events.

What's something your customers may not know about your business?

Most people do not know that Pharm406 works hard behind the scenes advocating for patient healthcare and access to healthcare in Montana. Pharm406 fights the corrupt insurance companies and works with government agencies to improve quality of life for all Montanans.

What makes your business a good place to work?

Pharm406 takes pride in providing services our competition does not and making a difference in the communities we serve. Working at Pharm406 is like working at home and helping your friends and neighbors.

What do you enjoy most about having your business in this community?

Pharm406 enjoys being part of the Billings community mostly because of the diversity we serve. Pharm406, not being a major corporation, has the ability to be flexible for many groups of patients and the diverse needs of everyone.

What can customers expect when they walk through your doors?

Customers who walk through the front door of Pharm406 will expect fresh popcorn, a wide selection of durable medical equipment, a wide selection of over-the-counter items and most importantly appropriate staffing to get you in and out quickly.

What does it mean to be voted Best of the Best?

Pharm406 has already been nationally recognized and awarded as the most innovative pharmacy in America. It is a privilege that our hard work and dedication to our local community is finally recognized and voted for by the community we serve. Pharm406 has lots of competition and to win this award proves to the community that small businesses are preferred over large corporations.

What are you most proud of?

I am most proud that the hard work myself and my team provide to the community shines on a regular basis. We continue to make changes and adapt to the needs of our patients and community. As a Montana business owner, I face the challenges of dealing with corrupt insurance companies, corrupt large corporate competitors, out of control government regulations, and excessive local taxes. However, at the end of the day, I still am here fighting for what means the most to me, serving the people of Montana.

What's your secret to good customer service?

The secret to good customer service is listening to the customer.

What are some of the things you do to give back to the community?

Pharm406 as a local business has provided donations to local events such as youth baseball, Big Sky Speedway, and Fusion Fights. However mostly, we provide free delivery and home visits for vaccinations to help those who cannot drive.

How do you build trust with customers?

Following through and exceeding expectations.

What makes your business popular?

Pharm406 is popular because we are Montana's Pharmacy.

Fun fact about your business?

Pharm406 originally started as a pharmacy staffing company organized in 2016. When the pandemic hit the United States in 2020, I wanted to step up and help our communities get through the pandemic by providing mobile vaccine clinics to all of Montana. The State of Montana required a brick and mortar pharmacy before they would allow me to do mobile vaccines. Pharm406 opened its doors in Billings, MT in August of 2020 when businesses were closing down, not opening. Lots of people thought I was crazy opening a new business in the middle of a pandemic. However, it did not take long to realize that the community needed not just a good pharmacy, but the BEST pharmacy.

FINALISTS

- Albertsons Osco Pharmacy, various locations
- Intermountain Health St. Vincent Regional Hospital, 1233 N. 30th St.



PHYSICAL THERAPY & REHAB

Billings Clinic Physical Therapy

100+ years in business

2702 8th Ave. N.
760 Wicks Ln.
2675 Central Ave.
(406) 238-5200



What makes you stand out from the competition?

Billings Clinic Outpatient Rehabilitation Services provides comprehensive rehabilitation in Physical Therapy (PT), Occupational Therapy (OT), and Speech Therapy (Speech-Language Pathology, SLP). With over 35 therapists in our Outpatient Rehabilitation Services in multiple Billings locations your individual needs will be met. Our Outpatient Rehabilitation Services include but are not limited to orthopedics, musculoskeletal, neuromuscular, pediatrics, women's health, vestibular, myofascial release, ADL training, work related injuries, return to sport, concussion rehab, voice, cognitive, swallow evaluations, low vision, lymphedema management and dry needling. In Physical Therapy (PT), trained physical therapists evaluate and treat abnormal physical function related to an injury, disability, disease or condition. Physical therapy's goal is to ease pain, help you move, and live better. Billings Clinic physical therapists work with your doctor and other health care professionals to guide your treatments. Working with a physical therapist can help you get back to full function in the area being treated faster.

What's something your customers may not know about your business?

Billings Clinic is Montana's largest independent health care system serving Montana, Wyoming and the western Dakotas. A not-for-profit organization led by a physician CEO, Billings Clinic is governed by a board of community members, nurses and physicians. Billings Clinic is an integrated multi-specialty group practice with a 336-bed hospital and Level I Trauma Center. Billings Clinic has more than 4,500 employees, including nearly 600 physicians and non-physician providers and advanced practitioners offering more than 80 specialties.

What makes your business a good place to work?

Our amazing health care team focuses on safe, high-quality care and excellent patient experience. Billings Clinic is here to take care of our community and region.

What do you enjoy most about having your business in this community?

Billings Clinic and Logan Health have united to create a not-for-profit, Montana-based, independent health care system focused on keeping people close to home. The combined organization serves Montana, northern Wyoming and the western Dakotas. Led by a physician CEO, the combined system is governed by a board of community members and medical professionals. It includes nine hospitals with 1,000 patient beds and more than 20 regional partnerships with critical access hospitals and clinics. More than 9,000 employees, including 1,200 physicians and advanced practice providers practicing in 80 specialties, work together provide patients and their families with a positive, proactive, patient centered experience through innovative and effective approaches to high quality, safe health care.

What can customers expect when they walk through your doors?

Our physical therapists can identify physical issues, restore physical function and mobility and maintain physical function. Promote physical activity and proper function - you'll feel better and you'll be more likely to get back full function in the area being treated, and in most cases, faster than without the guidance of a PT.

What are you most proud of?

Billings Clinic is committed to providing high quality primary and complex care to patients across Montana and northern Wyoming.

What's your secret to good customer service?

At Billings Clinic, we pride ourselves in the excellent quality of care and service we deliver. This takes place in the settings, processes and interactions that patients and guests encounter, from the first phone call to the bill. Our Patient Experience goal is that everyone who walks through our doors feels informed, heard, and cared for.

What are some of the things you do to give back to the community?

Last year, Billings Clinic's cost of Community Benefit totaled more than $67.3 million, including $20.2 million in financial assistance provided to more than 14,600 patients.

FINALISTS

- Intermountain Health St. Vincent Regional Hospital, various locations
- Ortho Montana, 2900 12th Ave. N.





Voted Best in Billings, 2024

THANK YOU

for your support

Thank you to all of our clients that put their trust into Central Wellness for all of their aesthetic and wellness needs. We are so grateful for your trust and friendship!

Janine Griffin

CENTRAL WELLNESS
Medical & Aesthetic

CentralWellness.com/406-869-1066
1420 South 24th St. West Billings, MT 59102

SURGERY CENTER

Yellowstone Surgery Center

22 years in business
1144 N. 28th St.
1739 Spring Creek Ln., Ste. 100
(406) 237-5900
yellowstonesurgerycenter.com

What makes you stand out from the competition?
Our incredible staff and highly trained physicians! We work hard to give our patients the best care and patient experience possible.

What brings customers back to your business?
Our staff is committed to a Caring, Quality, and Excellent Patient Experience. When patients leave the YSC, they feel safe and well taken care of.

What's something your customers may not know about your business?
Yellowstone Surgery Center is owned and operated jointly by 45 independent physicians and SCL Health. It offers patients the opportunity to undergo outpatient surgical procedures and pain services in a warm and friendly environment. In 2008, Yellowstone Surgery Center joined Ortho Montana and SCL Health to become the third partner of AMP, Athletic Medicine & Performance. This collaboration has provided sports medicine services in the communities of Southeast Montana since 1991. In January 2017, Yellowstone Surgery Center opened the doors to the second location at the Montana Hip and Knee Center, located off Zoo Drive Exit on I-90. Yellowstone Surgery Center West is a collaborative effort between Yellowstone Surgery Center, Ortho Montana, and SCL Health. Yellowstone Surgery Center is fortunate to utilize state-of-the-art equipment and have a multi-specialty surgical staff. This includes providing surgeries for pediatrics in need of ENT and some orthopedics as part of our YSC Kids program.

What makes your business a good place to work?
Yellowstone Surgery Center values its staff and invests in their overall well-being. We create an environment where staff are seen, heard and valued for their hard work and dedication. We love what we do!

What do you enjoy most about having your business in this community?
We are fortunate to serve our own family members, friends, and community members. When our patients recognize staff they know from the community, it instantly puts them at ease. It is our pleasure to serve members of our community. We are honored to have so much support from the Billings' community, surrounding communities & the local medical community - we could not do what we do without this support!

What can customers expect when they walk through your doors?
We have friendly, compassionate staff who treat our patients like family. From check-in to surgery, recovery, and bill payment, our team goes above and beyond to ensure our patients are well taken care of! We like to say... Yellowstone Surgery Center makes it better!

What does it mean to be voted Best of the Best?
Our team embodies the best of the best in our field, and we are proud of that!

Fun fact about your business?
Yellowstone Surgery Center celebrates performing 10,000 procedures in 2023! This ranks us amongst the top 10% of Ambulatory Surgery Centers in the nation.

FINALISTS

- Billings Clinic Surgery Center, 2929 10th Ave. N.
- Vance Thompson Vision, 1747 Poly Dr.

WEIGHT LOSS CENTER

Intermountain Health Downtown Clinic – Weight Management

9 years in business
2900 12th Ave. N., Ste. 160W
(406) 237-4580
svh.org

What makes you stand out from the competition?
What makes Intermountain Health Downtown Clinic - Weight Management stand out is our approach to care. We provide comprehensive care and focus on the whole person. We partner with behavioral health, physical therapy and primary care to make sure that each patient is successful, not just in the short term but for their entire life.

What brings customers back to your business?
What brings customers back to Intermountain Health Downtown Clinic - Weight Management is the care and compassion provided by our providers and staff. They treat each patient with respect and integrity.

What makes your business a good place to work?
One of our core values is Trust. We count on and support one another individually and as team members.

What can customers expect when they walk through your doors?
Customers can expect to be greeted with a warm smile.

What does it mean to be voted Best of the Best?
It is a tremendous honor and we value the trust and confidence that our community and patients have in our clinic.

What are you most proud of?
What the team is most proud of is helping our patients achieve their individual weight loss goals. The joy and happiness it brings them keeps us coming to work each day. We'll help you make informed decisions about our surgical and non-surgical weight-loss programs and procedures based on your history and weight-loss goals.

What's your secret to good customer service?
While there is no secret to great customer service, we listen and help each patient achieve their goals.

How do you build trust with patients?
We build trust with our patients by establishing transparent and clear communication.

FINALISTS

- Billings Last Diet, 10 Avanta Way, Ste. 2
- Knockout Fitness, 712 Carbon St.




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CARPET CLEANER

Brice's Masterclean

62 years in business
524 S. Moore Ln.
(406) 245-5509
bricesmasterclean.com



What makes you stand out from the competition?

We provide a Professional Service using the latest Textile cleaning processes combined with "Old School" Customer Service that our clients can depend on. Our cleaning process and products uphold your carpet warranty unlike some of the processes and products that void the warranty.

What brings customers back to your business?

Our business is about 95% repeat work and word of mouth referrals. We treat everyone the way we would like to be treated. We offer a high-quality standard of Carpet, Upholstery and Tile and Grout Cleaning. We have over 80 years combined experience for the best results possible. We stand behind our work.

What's something your customers may not know about your business?

We are not a Franchise. We are 100% locally owned and operated. We buy almost all our products and equipment locally.

What do you enjoy most about having your business in this community?

I was born and raised in Billings. Billings is a growing city with a lot of good people and opportunity for business. Being a word of mouth-based business, I have found that Billings is a larger city with many inter circles. These inter circles gives Billings a small-town feel. I like that.

What can customers expect when they walk through your doors?

When we walk through our clients' doors, they can expect professional Cleaning Technicians that are going to get the best results possible and respect your home. We use the best safe cleaning products available. Our cleaning is recommended by the carpet mills and does not void your Warranty. Our technicians take care and pride in what they do, and it shows.

What does it mean to be voted Best of the Best?

Being voted best in Billings for 18 years validates our company's hard work and integrity in the Billings community. Earning our clients trust to be voted best carpet cleaner again this year is an honor. Thank You!!

What are some of the things you do to give back to the community?

We donate to many charity auctions and sponsorships. We also provide no cost cleaning to a large facility that does incredible work for kids in need.

How do you build trust with clients?

We have built a good reputation for over 30 years in the Billings cleaning industry. It has been earned by high quality standards and always trying to do the right thing.

Fun fact about your business?

Kids, pets and most husbands are our job security!!

FINALISTS

- 406 Carpet Cleaning, 938 Springfield Ave.
- Billings Carpet Cleaning & Water Damage Restoration, 602 N. 14th St.

CUSTOM UPHOLSTERY & REPAIR

Harold's Upholstery

68 years in business
2808 Grand Ave.
(406) 652-2080
haroldsupholsterybillings.com

FINALISTS

- Grady's Upholstery & Trim, 1220 Weil St., Unit 1
- VinylTec, 5460 Holiday Ave.

DRY CLEANERS

Valet Today Cleaners

63 years in business
2474 Enterprise Ave.
(406) 655-9196
valet-today.com

What brings customers back to your business?

Friendly personable service, convenient locations, and highly trained and qualified employees who strive to make every clothing item look the very best.

What makes your business a good place to work?

Valet Today is committed to providing a professional yet enjoyable work environment.

What do you enjoy most about having your business in this community?

The positive relationships that are built with each and every customer who utilizes our services.

What can customers expect when they walk through your doors?

When you arrive at Valet Today you will be greeted with a friendly smile and a customer service representative who will most likely know you by name.

What does it mean to be voted Best of the Best?

We are honored to be recognized by our customers and community for the great services we provide.

What's your secret to good customer service?

We strive to anticipate and meet customers' needs and expectations, giving them a positive, efficient

experience with Valet Today.

What are some of the things you do to give back to the community?

Valet Today gives back to the community in various ways through charitable financial donations. One of the events that we look forward to each year is the Annual Coat Drive. Coats that are donated to Valet Today are professionally cleaned and distributed to various charity organizations.

How do you build trust with customers?

By keeping track of customer requirements, providing timely service, and maintaining clear communication.

Fun fact about your business?

Customers can take advantage of same-day service by dropping off their clothing items to be cleaned at our Enterprise Ave. location by 8:00 am and returned to them for pick up on the same day by 3 p.m. M-F.

FINALISTS

- Spic & Span Dry Cleaners, 601 8th St. W.
- Wetzels Quality Cleaners, 117 N. 30th St.

FLOORING STORE

Rich's Modern Flooring

50+ years in business
713 Main St.
310 Gallatin Farmers Ave., Belgrade
(406) 248-3656
richsflooring.com

What makes you stand out from the competition?

Locally owned for over 50 years in Billings and 30 years in Belgrade. Both locations have the same owners from the time we opened to the present day.

What brings customers back to your business?

We strive to make sure everyone has a good experience from the start to finish of the project. The quality and value of the products offered and all the knowledge and resources we have to offer.

What makes your business a good place to work?

The people we work with and get to meet. Great coworkers and the team we make up.

What can customers expect when they walk through your doors?

Friendly and open environment. With a large showroom full of products. From tile. wood, waterproof laminates, waterproof luxury vinyl planks, luxury vinyl tiles and carpet.

What does it mean to be voted Best of the Best?

It means a great deal to the team here at Rich's Flooring. It is nice to see the hard work all the staff and installers put into the everyday tasks be recognized by the community.

How do you build trust with customers?

We try to get to know them on a one-on-one basis. Listening to their needs, learning their lifestyle to help them get into the right products for their home or business.

FINALISTS

- Carpet One Floor & Home of Billings, 505 S. 24th St. W.
- Murray Floor & Window Coverings, 139 Moore Ln.

GARDEN CENTER/ NURSERY

Gainan's Heights Flowers, Garden and Patio

73 years in business
810 Bench Blvd.
(406) 245-6434
gainans.com

What makes you stand out from the competition?

Gainan's Flowers is committed to offering quality plants grown to thrive in Montana. Our Grow Pros know flowers and take pride in helping our customers find the perfect perennials and annuals to make their yard an outdoor oasis. We are eternally grateful for the trust and loyalty that our customers have put in us for more than 70 years.

What brings customers back to your business?

The Gainan's Grow Pros care about your garden just as much as you do! A member of our team is often heard





encouraging customers to bring back pictures throughout the growing season to see a plant's progress.

What's something your customers may not know about your business?

We have 35,000 square feet of greenhouse growing space making Gainan's Heights Flowers, Garden, and Patio a year-round haven for growth. Plants are proven purifiers, eliminating toxins from the air, converting carbon dioxide into oxygen and humidifying the space around them. Studies show that they reduce stress, help us sleep and even aid in recovery during hospital stays.

What do you enjoy most about having your business in this community?

Together, we have celebrated births, weddings, birthdays, anniversaries, holidays, and mourned with our customers. We are honored to be a part of such important milestones and everyday celebrations.

What can customers expect when they walk through your doors?

Take a deep breath! Our greenhouses are filled year-round with fresh flowers and plant selections, in addition to a wide range of unique gifts and professional dedicated staff.

What does it mean to be voted Best of the Best?

We are so fortunate to be voted the Best of the Best and thank our community of customers beyond measure for allowing us the opportunity to partner with them in all the seasons of their lives.

What's your secret to good customer service?

As a small business, we take pride in treating each customer as a friend or family member. The Grow Pros enjoy watching our customers' plants and families grow!

What are some of the things you do to give back to the community?

We are your neighbors and your friends. Just like you, we are invested in our community and its future. Each year we donate products to organizations, groups, and individuals in our community.

How do you build trust with customers?

Our professional and knowledgeable staff is dedicated to making each



customer's experience a pleasant one. We always go the extra mile to make each plant selection perfect.

Fun fact about your business?

Gainan's has been a family business since 1951. In the 50's, Betty Gainan could be seen zipping around town - kids in tow - making deliveries in the delivery van which earned the name, "Panic Wagon."

FINALISTS

- Garden Avenue Greenhouse & Garden Center, 219 Garden Ave.
- Roots Garden Center, 2147 Poly Dr.

HEATING & COOLING PROVIDER

Central Heating & Air Conditioning

79 years in business
1428 ½ Grand Ave.
(406) 245-5424
centralheatingandairmt.com

What makes you stand out from the competition?

We have great employees that are well trained and care about the work that they do. We show up when we say we will and perform the work that we said we would do in a professional manner.

What brings customers back to your business?

Our customers love our preventative maintenance program. This helps prevent untimely breakdowns and keeps equipment running at peak performance.

What's something your customers may not know about your business?

Our business was actually started in 1945 as Central Sheet Metal

What makes your business a good place to work?

Great coworkers!

What can customers expect when they walk through your doors?

Helpful, knowledgable staff.

What are you most proud of?

I am most proud of the quality of work that we provide.

What are some of the things you do to give back to the community?

We participate in the Lennox Feel The Love program. We provide and install a Lennox heating and cooling system free of charge to a qualified family once every year in October.



How do you build trust with customers?

Doing what we say we will do when we say we will do it.

Fun fact about your business?

Our employees are rewarded with an annual snowmobile trip.

FINALISTS

4H Plumbing Heating & Cooling

6 years in business
455 Moore Ln., Ste. 3
(406) 839-2010

What brings customers back to your business?

4H Plumbing, Heating & Cooling Inc. believes in the relationship between the client and the tech who shows up onsite. Once a technician establishes with a customer, we try to keep that specific tech on that account, so the customer knows which tech they are getting. Due to this approach, our technicians often develop personal relationships with their customers, which leads to those customers informing their friends of our company. This positive and strong word of mouth is what has grown our company and make it popular in the community.

What makes your business a good place to work?

The best quality of being with the 4H Plumbing team is that we treat our employees like family. We care about what happens inside and outside of work when it comes to our employees' lives, and we make sure to take care of our employees as completely as we can. We also trust our employees as liaisons to our customers to make sure the customer is happy and well taken care of. When one of our employees' steps into a customer's home they become the customer's personal plumber, and we never stand in the way of our employees in their quest to fulfill all the customer's needs.

What can customers expect when they walk through your doors?

The first thing customers will recognize on getting to know us is the wealth of knowledge that we have at our disposal. 4H Plumbing is a service plumbing only shop, and due to this we have witnessed most situations that a customer may find themselves in. When plumbing fails in a household it comes with worry and fear due to the damage that the system may cause or may have already caused to the home. The first thing customers will notice when we pull into the drive is a sense of relief that they are dealing with a company that is more than capable of fixing the issue the right way, and for an affordable price!

OTHER FINALIST

- Comfort Heating and Air Conditioning, 9934 S. Frontage Rd.

Best Weight Loss Center

Best Customer Service - Medical

At St. Vincent Regional Hospital, our teams live and embody our mission each and every day. It is through them we are able to be recognized as the best in Billings. We are humbled and grateful for the opportunity to provide the best care possible to those in the communities we serve.

Intermountain Health

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

HOME FURNISHING STORE

Slumberland Furniture

20 years in business
7185 Trade Center Ave.
(406) 656-3500
slumberland.com

What makes you stand out from the competition?

Our goal is to make our clients feel welcome when they walk through our doors. We do extensive training with our sales professionals to provide knowledgeable service. We have a seasoned delivery crew that always go the extra mile. We have one of the largest mattress selections. We carry a lot of different manufacturers to have a wide variety of furniture.

What's something your customers may not know about your business?

We are a family, locally owned franchise.

What makes your business a good place to work?

We care about our employees; we try to create a family atmosphere. We want our employees to have a healthy work/life balance and encourage them to enjoy their days/vacation time off. We have FUN!

What can customers expect when they walk through your doors?

A clean, organized, welcoming space for our clients to enjoy. Low pressure and knowledgeable sales professionals.

What does it mean to be voted Best of the Best?

This is a hard question for us to articulate into words truly how much this means to us. Our number 1 goal has been to serve the Billings community with respect, great customer service and sell furniture that they would love to have in their home. This award feels like we are accomplishing what we have been striving for the last 20 years.

What are you most proud of?

I am so proud of the reputation we have built in the Billings and surrounding communities that we serve.

What's your secret to good customer service?

We feel the secret to great customer service is to listen to our clients and in turn respond to their needs. We have a quote from Britt Beemer in our break room that I want all our employees to see and truly believe. "Unless the customer is the focal point for all its activities, a company is headed in the wrong direction." The customer is our focal point.

What are some of the things you do to give back to the community?

Homes for the Holidays is something we participate in every year. We donate twin- and full-size mattress sets to an organization that distributes them to families in need. Slumberland has a foundation called 40 Winks. We have used the foundation to donate mattresses to children who would be sleeping on the floor here in Billings.

FINALISTS

- Mattress King, various locations
- Time Square Furniture & Mattress, 856 Shiloh Crossing Blvd.

HOME REMODEL COMPANY

Kitchens Plus

35 years in business
2905 Millennium Cir., Ste. 1
(406) 652-5772
kitchensplusmt.com

What makes you stand out from the competition?

The longevity of Kitchens Plus and the years of experience that we offer our clients is what sets us apart. Our designers have almost 170 years of combined experience to help transform a customer's home or design a new build. Another aspect of Kitchens Plus that helps us stand out is our full-service cabinet shop. We can customize manufactured cabinets and custom-build cabinetry to our homeowners' specifications.

What brings customers back to your business?

We have many returning customers and referrals along with ongoing relationships with several local builders. Our many years of industry experience as a team creates opportunities to work with clients on various projects over the years. They know they will get an honest price and can trust us throughout the process to have a seamless timeline and quality product.

What's something your customers may not know about your business?

We do more than just kitchen cabinets! We can provide you with cabinets for your bathrooms, offices, closets, pantries, entertainment centers, wet bars, garages, or anywhere else you can think that a cabinet would fit. We offer just about every countertop material available on the market. We are appliance experts and have several major brands of appliances on display. We have a line of bar stools and chairs that might be the sturdiest stools and chairs around. They definitely don't disappoint.

What makes your business a good place to work?

Kitchens Plus has a team-oriented environment. When you work with a designer, you get the whole team's expertise. We spend time together outside of work enjoying local events like golf tournaments or concerts, and the owner celebrates each person's birthday with a company lunch. Kitchens Plus is more than a workplace, we are like a family!

What do you enjoy most about having your business in this community?

Kitchens Plus participates in our local Home Builders Association by hosting events at our showroom and sponsoring and participating in the annual HBA golf tournament. We have many great relationships with local contractors, designers, and businesses in the community. The connections we make spending time together at these events further strengthen our working relationships.

What can customers expect when they walk through your doors?

Potential customers can expect a friendly hello when they walk through our door and an offer of a variety of different drink options. We have the largest showroom in Billings with five complete kitchens offering a variety of styles and storage options in each display. We are happy to let customers browse for inspiration or answer any questions about our process.

What are you most proud of?

As a team, we are proud of how far the business has come. In 1989 Kitchens Plus branched from a one-man show to a staff of 11 people with many years of experience. We have the most experienced team with the largest showroom in Billings. This is thanks to our hard-working dedicated staff, great leadership, and our many longstanding relationships with local builders, craftsmen, and businesses.

What's your secret to good customer service?

The secret to good customer service involves listening, honest relationships, clear communication, and follow-through on commitments. These are all things we excel here at Kitchens Plus. Listening is a key component of the creative process and honesty is necessary when trusting someone with your most precious space, your home. Clear communication is a vital part of the process whether it is working on a remodel or new construction. Most importantly, delivering a product that is what was expected is our highest priority. For these reasons, we as a company see many returning customers and referrals.

What are some of the things you do to give back to the community?

We sponsor local sports teams, support the Huntley Project Museum, donate to the Festival of Trees, and are a top donor at Habitat for Humanity.

Fun fact about your business?

Many times when visiting a home, we know the cabinets are from Kitchens

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READERS' CHOICE BEST OF BILLINGS BILLINGS GAZETTE 2024 WINNER
BILLINGS
2301 Montana Avenue, Billings, MT 59101 • 406.325.5100

★★ HOME AND GARDEN ★★

Plus because we have been in business since 1989 as one of, if not the best, cabinet places in Billings! Since our designers have been in the business for so long, we also regularly drive by, visit, or even have friendships with people who have a Kitchens Plus kitchen. Our hands and creative talents are all over this town.

FINALISTS

- Beyond the Box, Inc Design, 724 1st Ave. N.
- Paramount Construction & Remodeling

HOT TUB/SPA CENTER

Montana Hot Spring Spas

47 years in business
2217 Grand Ave.
(406) 652-7727
lovethetub.com

What makes you stand out from the competition?

Our expertise, years of experience, and local reputation combined with 47 years in Billings selling and servicing the No.1 rated hot tub in the world - Hot Spring.

What brings customers back to your business?

Our family-like culture combined with friendliness, dedication and commitment to our customers.

What's something your customers may not know about your business?

We sell wellness products rather than a luxury product.

What makes your business a good place to work?

We compensate our employees at the top of industry standards, plus we offer full benefits including health, dental and vision insurance along with a retirement plan. The owners are active in the business and work to set a fun culture in which to be a part.

What do you enjoy most about having your business in this community?

Even though Billings is the largest city in Montana, we earn our customers' respect and trust through intimacy of service and follow-up. We were born and raised in the community and enjoy being able to support Billings through youth sponsorships, charities and other organizations.

What can customers expect when they walk through your doors?

A friendly greeting and a respectable approach to helping fulfill the needs of our customers whether it be for a new hot tub, sauna, or water care products.

What does it mean to be voted Best of the Best?

We feel very humbled, yet proud of our team as we strive to serve our customers in the best ways possible.

What are you most proud of?

The ability to provide jobs for our staff members and the ability to give back to the Billings community as a retail and service business that provides a wellness product designed to make every day better for our customers.

What's your secret to good customer service?

Selling the best-built products in the industry and having a great, well-trained team that is experienced in sales, delivery and service.

What are some of the things you do to give back to the community?

We give to all of the Billings high schools in a variety of ways – sports, dance teams, cheerleading, music programs, etc. We also support Legion Baseball and Little League. In addition, we contribute to various Christian organizations.

How do you build trust with customers?

Taking the time to really listen to what the customer needs and wants and working to find products and solutions that will serve them best. Many of our customers are more like clients and almost become like family to us.

What makes your business popular?

Families desire time to be together to unplug and unwind. Our wellness products of hot tubs and saunas provide a place to do just that. We have the perfect product for the times we are living in. We call our hot tubs the best for all seasons and all reasons. The benefits are not just physical, but are helpful mentally and emotionally, and especially, socially with family time and providing an opportunity for being together out in the Montana outdoors.

Fun fact about your business?

We have had the honor of winning this award 24 years in a row, ever since The Billings Gazette initiated the Reader's Choice Awards. We are very grateful for our customers!

FINALISTS

- Big Sky Spas, 2905 Millennium Cir., Ste. 8
- Thompson Pools & Spas, 1300 24th St. W.



KITCHEN CABINET CENTER

Beyond the Box, Inc Design

10 years in business
724 1st Ave. N.
(406) 245-6981
btbcabinets.com



What makes you stand out from the competition?

"Your Vision, Our Expertise" We believe that every space should be a representation of the person occupying it and the home itself. We know we have nailed it when someone's sister visits the completed project and says "this is so you!" We do this through taking the time to ask the right questions, listen to the underlying wants and needs and putting it into practical application. Then we follow it through to the very end. Our team believes that every project is special and values that it will likely be there for the next 30 years.

What brings customers back to your business?

Consistency and predictability. We believe in doing what we say we will do, in win-win outcomes and in clear communication. It can be hard to tell someone something you know will disappoint them but ultimately, we do so because we care about our customers and the projects. Discussing an issue together means more minds working towards a solution and potentially even a solution before there is a problem.

What's something your customers may not know about your business?

Many customers may not realize that we offer more than just kitchens! Beyond The Box also provides cabinetry for bathrooms, laundry, and offices as well as custom organization solutions for closets, pantries, and garages. We take a holistic approach to designing functional spaces throughout the entire home.

What makes your business a good place to work?

We foster a collaborative and creative work environment where every team member is valued. At Beyond The Box, we emphasize continuous learning, encourage innovation, and prioritize work-life balance. Our team enjoys working together to bring exciting, functional designs to life while supporting each other in personal growth.

What do you enjoy most about having your business in this community?

Billings is a growing town and although there are a lot of people, it is still very small and everyone is connected. Our community has "old school" values of hard work, pride in their work and helping each other out. We have seen this in working with our contractors and subcontractors and even in the comradery with our competition. There is a phrase- you go fastest alone and furthest together; we believe in teamwork and in creating things that last.

What can customers expect when they walk through your doors?

When customers step into Beyond The Box, they enter more than just a showroom—they experience the character and charm of a historic oil warehouse transformed into a vibrant design center. The exposed red brick, original architectural details, and unique design elements create an inspiring atmosphere that reflects both creativity and craftsmanship. While the location may be a bit tricky to find at first, the building's personality and story make the visit worthwhile. We also encourage appointments for those who wish to collaborate with one of our designers and bring their visions to life.

What are some of the things you do to give back to the community?

We proudly sponsor events like the Big Sky Balloon Rally and local sports teams. We contribute to organizations such as Habitat for Humanity, Yellowstone Valley Animal Shelter & HER Campaign. We love sharing our space with non-profits, providing them a unique venue to support their fundraising efforts. And we foster future talent through our design apprenticeship program, which offers a non-traditional path to a rewarding career in design.

How do you build trust with customers?

Trust is built through transparency and clear communication. From initial consultation to project completion, we involve clients at every stage. We also stand by the quality of our work and provide post-project support to ensure satisfaction.

Fun fact about your business?

A fun fact about our business: We're a women-owned, mother-daughter team that shares our unique location with Millennium Construction, which is also family-owned. It's a family affair all around, with deep roots in both design and construction!

FINALISTS

- Kitchens Plus, 2905 Millennium Cir., Ste. 1
- Pierce Flooring & Cabinets, 2950 King Ave. W.

LIGHTING CENTER

One Source Lighting and Home Decor

21 years in business
100 24th St. W., Ste. 3
(406) 655-7949
onesourcebillings.com

What brings customers back to your business?

Relationships. We work hard to develop relationships with our clients, builders, and designers. Not only as lighting professionals, but as partners. We find that being a part of a home building team sets up our clients for a smoother process, and more enjoyable building experience.

What's something your customers may not know about your business?

I went to college with aspirations of being a TV reporter! I graduated with my communications degree and was even a reporter for the NBC station in Bismarck, ND. However, raising my kids in the same city as their grandparents was important to me, so I moved home and three months later, opened One Source Lighting.

What do you enjoy most about having your business in this community?

Owning a small business in Billings has allowed me to raise my kids and grandchildren in the community that I love! Born and raised here, I have deep admiration for our community and being able to give back is something I am quite proud of.

What can customers expect when they walk through your doors?

Our showroom is LIT! All puns aside, we strive to show a variety of styles, finishes, and budgets. We focus on displaying the "harder to imagine" fixtures that you really can't shop using just photos.

What does it mean to be voted Best of the Best?

This is our SIXTEENTH win! I am so incredibly proud and humbled that our community has recognized us. At the end of the day…this is my why!

What are you most proud of?

I am proud of our resiliency. Having opened in 2003, we have certainly seen our fair share of challenges. Those times have only made us stronger and I am confident in the team we have built!

www.ClassyNSassyCoffee.com

We Appreciate your Business & Support

At Classy N Sassy, your support and business means the world to us. As a locally and veteran-owned establishment with five locations in Billings, Montana, our mission extends beyond serving coffee—we're here to support our community in every way we can. A heartfelt thank you for voting us the best coffee shop! We are honored by your recognition and remain committed to being a place where everyone feels at home.

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THANK YOU

From the entire Dennison & Classy N Sassy Family for 11 years of support!



What's your secret to good customer service?

Listening. We truly listen to our clients and then offer suggestions and advice based on what is most important to them. We are also not shy. If the fixture they fall in love with, realistically will not achieve what they are hoping, we educate them as to why. We are NOT salespeople. We are Light Ladies. We are here to make sure their selections fit their needs, their style and their budget.

Fun fact about your business?

We are the ONLY locally owned, woman-owned lighting showroom in Billings!

FINALISTS

- Action Electric, 1010 Central Ave., Ste. 4
- Rimrock Lighting, 640 St. Johns Ave.

MATTRESS STORE

Mattress King

38 years in business

1702 Grand Ave.
795 King Park Dr.
439 Daniel St.
311 N. 7th Ave., Bozeman
(406) 256-5464
mattresskingmt.com

What makes you stand out from the competition?

Our team is passionate about changing people's lives by helping them experience the best sleep possible. This passion is shown in every interaction and is reflected in over 1,300 five-star reviews from satisfied guests.

What brings customers back to your business?

Guests return to our business because our team is focused on their needs, not commissions. This means our guests can make decisions confidently, knowing they're getting the right product for them—without any pressure.

What can customers expect when they walk through your doors?

With a combined 200 years of experience in the mattress and furniture industry, our guests will be guided through the process of finding the right bed in their budget by a non-commissioned sleep certified team member. This paired with our complimentary sleep scan that uses the latest science and technology will help them confidently select the perfect mattress for a better night's sleep.

What's your secret to good customer service?

The secret to good customer service lies in building a strong team with the right core values. We focus on cultivating personal integrity, a genuine willingness to serve, and a commitment to excellence with an open mind. When these qualities are deeply ingrained, exceptional customer service naturally follows.

What are some of the things you do to give back to the community?

We're deeply committed to giving back to our community and are proud to partner with over 100 different businesses and organizations each year —a number that continues to grow. We're grateful that so many groups reach out to us, allowing us to expand our impact even further. One of our most cherished initiatives is our annual Blanket Drive, which is happening now. This drive helps ensure that those in our community stay warm during the colder months. Additionally, we're proud to partner with the United Way to support local children by providing them with the tools they need to thrive in school. These efforts are just a few of the ways we strive to make a positive difference in our community.

How do you build trust with customers?

We build trust with our guests by prioritizing their well-being above all else. Our ultimate goal is to help them achieve their best night's sleep because we understand how crucial quality sleep is for overall health and well-being. We're not just here to sell a mattress; we're here to make a meaningful impact on our guests' lives. Our team is well-versed in the science of sleep and its profound effects on daily life. Since our team members are non-commission-based, their only focus is on guiding guests toward finding the perfect solution for their sleep needs. This genuine commitment to helping others is at the heart of the trust we build with each guest.

What makes your business popular?

For 38 years, Mattress King has been a trusted part of our community, a reputation built largely through word of mouth from satisfied guests. Our name has come to stand for quality and care, and that's something we're incredibly proud of. When guests walk into our stores, they can immediately feel our genuine excitement about helping them find a better night's sleep. This enthusiasm and dedication to their well-being is what sets us apart and continues to earn us the trust of our community.

Fun fact about your business?

This year, we have four team members celebrating milestone anniversaries —10, 15, 20, and 25 years at Mattress King!

FINALISTS

- I.Keating Furniture & Mattress, 950 S. 29th St. W.
- Slumberland Furniture, 7185 Trade Center Ave.

PAINT STORE

King's Ace Hardware

38 years in business

8 locations across Billings, Lockwood, Laurel, Columbus and Sidney
(406) 656-1446
acehardware.com

What brings customers back to your business?

Service, selection, convenience. Selection, convenience, service. Convenience, service, selection. We offer something for everybody!

What's something your customers may not know about your business?

Being part of a hardware co-op means that when the co-op does better, the stores do better, and when the stores do better, the co-op does better. It's a win-win for our store and for our customers.

What do you enjoy most about having your business in this community?

We enjoy the opportunity to give back to the communities by giving back to our schools, churches, and community organizations both monetarily and with our time and our commitment.

What does it mean to be voted Best of the Best?

We have been voted the Best of the Best for many years, and the 2024 recognition means that once again our customers recognize the value and convenience that we provide.

What are you most proud of?

Our ability to provide growth opportunities to our people, both inside and outside of our business.

What's your secret to good customer service?

Ace is the place with the Helpful Hardware Folks. We try to live by that motto every day.

How do you build trust with customers?

Being consistently trustworthy and putting the needs of the customer first. And, if we have an issue, we work really hard for a satisfactory resolution.

What makes your business popular?

In the greater Billings market, there is an Ace store in nearly every part of town as well as Lockwood, Laurel, and Columbus. People like to do business with their friends and neighbors, and that is who we are.

FINALISTS

- Heights Ace Hardware, 1547 Main St.
- Sherwin-Williams Paint Store, 929 Grand Ave.

REAL ESTATE BROKERAGE

Berkshire Hathaway HomeServices Floberg Real Estate

65 years in business

1550 Poly Dr., Billings
201 S. Broadway Ave., Red Lodge
444 N. 9th St., Ste. C, Columbus
(406) 254-1550
bhhsflobergre.com

What makes you stand out from the competition?

Knowledge. Heart. Passion. Our Berkshire Hathaway HomeServices Floberg Real Estate team brings an unmatched expertise with a genuine commitment to delivering the highest level of service. Working together, we ensure our clients receive both professional excellence and personal care that goes beyond the norm.

What brings customers back to your business?

Service. Service. Service. Clients return to BHHS Floberg Real Estate Forever Agents℠ because they know we stay on top of the ever-changing market; we work tirelessly to protect our clients' needs and interests and take pride in guiding them through the often-emotional roller coaster of buying or selling a property with grace and determination. Whether it's assisting first-time homebuyers, managing luxury or commercial

investments, or handling farm and ranch transactions, our agents provide personalized, ongoing support. The goal is to make every real estate journey smooth and stress-free. In the end, both sides walk away lifelong friends.

What's something your customers may not know about your business?

Something many people may not know is that my husband, Dan, and I purchased Berkshire Hathaway HomeServices Floberg Real Estate over three and a half years ago from the previous owners—Don and Marilyn Floberg, Tom and Robin Hanel, Mike Oliver, and Linda Parker. What ultimately drove our decision was the incredible team of agents and staff. These are smart, hardworking, and generous people who approach both their work and their lives with dedication and heart. It's been a privilege to work alongside them, and we feel truly blessed to be part of such a supportive and caring team.

What can customers expect when they walk through your doors?

All clients receive a warm and friendly welcome from our team. We offer a full service, supportive and helpful environment with expert Forever Agents℠ and Support Staff ready to assist in all areas of real estate; commercial, industrial, residential, investment, farm and ranch properties. Whatever your needs, we're here to help.

What does it mean to be voted Best of the Best?

To be voted Best of the Best for 10 years is an honor that speaks to the hard work and passion of our Forever Agents℠ and Support Staff. It signifies that our efforts to provide outstanding service are truly recognized by the community. More than just a title, it reinforces our ongoing commitment to surpassing client expectations and delivering an experience that stands out.

What are you most proud of?

We are incredibly proud of our Forever Agents℠ and Support Staff! To be awarded Best Real Estate Brokerage, for 10 years now, reflects the dedication, hard work, and outstanding service consistently delivered by the entire Berkshire Hathaway HomeServices Floberg Real Estate team. It's an honor that underscores the trust our clients place in us and the excellence we strive for every day.

What are some of the things you do to give back to the community?

At Berkshire Hathaway HomeServices Floberg Real Estate, giving back to our communities is one of the pillars of who we are. Our agents lead by example, with many actively involved in multiple nonprofit organizations and local initiatives. From volunteering to financial contributions, our team believes in supporting those who need a helping hand. As a brokerage, we take pride in organizing events like the Sugar Showdown, a sweet treat auction which this year raised over $18,000 in one evening, benefiting Special K Ranch and Hope Ranch—two organizations dedicated to making a difference in our community. These efforts represent just a small part of our year-round commitment to giving back. A few of the organizations that are supported by our brokerage and agents: Ronald McDonald House, Hoodies for Heros, Hope of Africa, Hope Ranch, Special K Ranch, Billings Catholic Schools, Family Promise, PEO, YWCA, Quality of Life, Women's Run, HBA, Thankful Giving Food & Clothing Drive, Helping Hands, Safari Club International, IDEA, Rotary Downtown & Westend ... and the list continues.

How do you build trust with clients?

Our Forever Agents℠ and Support Staff believe trust is built through consistent communication and action. It starts with listening intently to our clients' needs and concerns, then explaining the process in clear, simple terms so they know what to expect. From there, we follow through on our commitments, delivering what we promise. This approach creates transparency and confidence, allowing trust to grow naturally.

What makes your business popular?

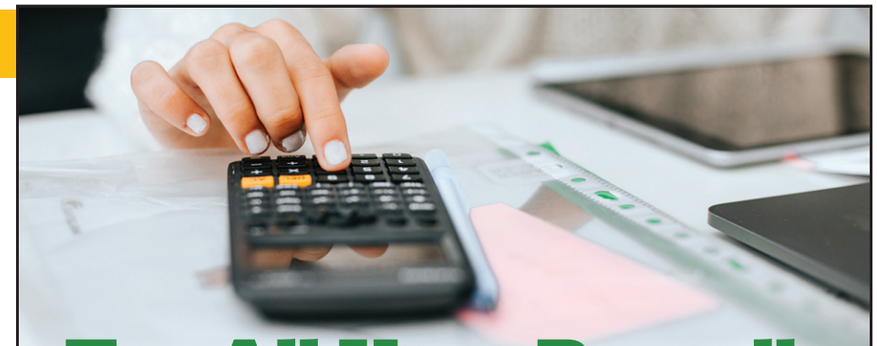
Our popularity is driven by a combination of factors: an exceptional team of experienced agents and staff, the respected legacy of the Floberg name, and the powerful reputation of Berkshire Hathaway HomeServices. This blend of professionalism, trust, and excellence makes us a top choice for clients in the community.

Fun fact about your business?

We are the second-longest continuously operating real estate brokerage in Montana! It's a fun piece of history that speaks to our longevity and deep connection to the community. 65 years and going STRONG!

FINALISTS

- Montana Real Estate Brokers, 2050 Broadwater Ave., Ste. B
- PureWest Christie's International Real Estate, 525 Henry Chapple St., Ste. 1



For All Your Payroll, Bookkeeping, and Tax Needs

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THANK YOU!

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

THANK YOU!

Without Our Amazing & Loyal Clients We Couldn't Have Been a Multi Winner for **Best Accountant** and **Best Tax Prep Service!**

Over 23 Years of experience you can trust.



Woods ACCOUNTING

1030 S. 24th St. W, Billings, MT

406-969-5394

ROOFING COMPANY

Kirkness Roofing

46 years in business
144 Moore Ln.
(406) 256-1798
kirknessroofing.com

What makes you stand out from the competition?
I really feel it is our heartfelt attempts to make every project as seamless and painless for our customers. Customer service is our highest priority.

What brings customers back to your business?
Great customer experiences. If a client is satisfied with the work we have provided, we feel they will be a returning customer.

What's something your customers may not know about your business?
We are a 100% woman owned company and have been for the last 5 years.

What makes your business a good place to work?
Many companies describe their employees as family. Our company acts and functions as a family every day, we respect each other, and all have a common goal for our customers. The closeness of our group is amazing, and we rally around any family member when they are in need.

What do you enjoy most about having your business in this community?
The Billings community has been so good to us over the last 46 years and it's easy for us to give back to our friends and neighbors.

What can customers expect when they walk through your doors?
A friendly greeting and a willingness to help them in any way possible.

What does it mean to be voted Best of the Best?
Well, this is the fourth year in a row, and we are always flattered by the support we get from the community; however, this win has to be the biggest so far for us.

What are you most proud of?
The fact that we have been able to continue our high level of customer satisfaction for four straight years. It gives me hope that we will be able to continue performing at a high level for our clients.

What's your secret to good customer service?
Everyone in the company pulling in the same direction to meet our goals of the best customer experience possible.

What are some of the things you do to give back to the community?
We continue to offer our services to Habitat for Humanity and will donate to specific charitable causes in the Billings community. We also have sponsored many local youth sports leagues.

How do you build trust with clients?
Really, building long-term trust is just doing what is right on every project, it's as simple as that.

What makes your business popular?
I think that it really shows dividends for our entire team to provide great customer service, we are committed to this and strive to continually find ways to improve.

Fun fact about your business?
We have been in business for over four and a half decades. This is in an age that 80% of roofing contractors are out of business within 5 years, it is a testament to our commitment to provide the best customer experience. When Kirkness Roofing was founded, there were only 4 roofing contractors in Billings, now it seems like there are 4 new contractors every week.

FINALISTS

- Sprague Roofing, 2120 Main St.
- Wegner Roofing & Solar, 902 Central Ave.

RUG STORE

Rich's Modern Flooring

50+ years in business
713 Main St.
310 Gallatin Farmers Ave., Belgrade
(406) 388-7955
richsflooring.com

What brings customers back to your business?
We strive to make sure everyone has a good experience from the start to finish of the project. The quality and value of the products offered and all the knowledge and resources we have to offer.

What's something your customers may not know about your business?
We have always been a locally owned family business.

What does it mean to be voted Best of the Best?
It means a great deal to the team here at Rich's Flooring. It is nice to see the hard work all the staff and installers put into the everyday tasks be recognized by the community.

What are some of the things you do to give back to the community?
We try to be a big donor for Habit for Humanity. Support the local food bank.

How do you build trust with customers?
We try to get to know them on a one-on-one basis. Listening to their needs, learning their lifestyle to help them get into the right products for their home or business.

FINALISTS

- Murry Floor & Window Coverings, 139 Moore Ln.
- Stone Mountain Interiors, 710 Carbon St., Ste. A

VACUUM STORE

Stuart's House of Vacuums

54 years in business
3127 Central Ave., Ste. 3
(406) 656-8681
stuartshouseofvacuums.com

What makes you stand out from the competition?
There really is no competition! Well…there is…it's Wal-Mart, Target and Costco. But they aren't customer service related so I don't think of them as competition!

What brings customers back to your business?
The quality of our products, knowledge of our products, excellent customer service, friendly environment and our dogs, Bart and Jager.

What's something your customers may not know about your business?
That we've been doing blinds, shades and window coverings for about two and a half years! And we love it!



What makes your business a good place to work?

We're a family owned and operated business except for one person! Kameron is the only person who isn't family, but he might as well be as he is good friends with our son, Zachary.

What do you enjoy most about having your business in this community?

We try to apply the Golden Rule in our business practices, but it goes beyond "Treat others like you want to be treated." We believe that if you treat your customers right, they will be happier, more likely to come back, and more inclined to recommend you to friends and family. Treat your staff fairly, and they will be motivated to provide excellent service, which leads to satisfied and committed customers. It's a "full circle" concept and one that we try to apply to each person walking through the door.

What can customers expect when they walk through your doors?

A clean, well-organized and welcoming environment, a friendly greeting from our team members, and a range of products from odor neutralizers to bare-floor mops, to a variety of floor care products, including, of course vacuums; and now, custom window coverings… blinds, shades, shutters and draperies!

What does it mean to be voted Best of the Best?

Being named the Best of the Best is an incredible honor. It boosts our morale and gives us more confidence. We are motivated to work harder in order to keep the status. Such an award also encourages customers to choose and stay loyal to our company.

What's your secret to good customer service?

We try to be active on social media and engage as much as possible with our followers. In doing that, we believe customers gain a better understanding of who we are–not just the business part of Stuart's, but also personally. And through social media, we are available outside of business hours to address any questions a customer may have. We love what we do and hope that our business practices reflect that passion. We want our brand to be as "human" as possible.

Fun fact about your business?

Our dogs, Jager and Bart. Sometimes people stop by just to see them! And for those people, the dogs are off on Tuesday's!

FINALISTS

- Best Buy, 2450 King Ave. W., Unit A
- Lowe's, 2717 King Ave. W.

WINDOW & DOOR STORE

Win-Dor Industries

38 years in business

1305 4th Ave.
(406) 248-2051
windorindustries.com

What makes you stand out from the competition?

What sets Win-Dor Industries apart from the competition is the experience of our entire team, from sales to the installers and service department, everyone here has a wealth of knowledge in the window and door Industry.

What brings customers back to your business?

We do have a lot of repeat customers, and I believe the biggest reason why is the fact that we take care of all our customers from the point of sale until the job is completed. We feel there is no bigger testament to a business than repeat customers.

What's something your customers may not know about your business?

My father (Toby R. Kline) started Win-Dor Industries in 1986, and it remains family owned to this day, with the third generation now working for us.

What makes your business a good place to work?

We treat our employees the same as our customers and I believe that's why we have many 20 plus year employees.

What do you enjoy most about having your business in this community?

Billings has grown a lot in the 38 years that Win-Dor Industries has been in business, but it still has that small town feel. We hear quite often from customers that someone they know had a great experience with us and that's why they decided to work with us, so the community is very important to us.

What can customers expect when they walk through your doors?

You can expect to be greeted by our friendly staff and work with our knowledgeable sales team that will walk you through our extensive showroom.

What does it mean to be voted Best of the Best?

We have a lot of tough competition in the window and door industry in Billings so to even be in the running is a big deal, but to actually have been voted "Best of the Best" for the last 6 years feels amazing!

What are you most proud of?

I am most proud of the team that makes up Win-Dor, and that has helped us become who we are today.

What's your secret to good customer service?

I feel like communication is a big part of customer service and we strive to keep communication open with our customers as much as possible.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

Win-Dor Industries has partnered with a multitude of charities like St. Jude's, Homes for Hope, Habitat for Humanity and have also sponsored locally the Billings Mustangs, Billings Royals Legion Baseball, Lockwood Little League Baseball & Lacrosse. Win-Dor is also very proud of all our military and its veterans and offers a Military Discount.

How do you build trust with customers?

We are always honest with our customers and try our best to provide them with the best job possible.

What makes your business popular?

Win-Dor offers great products at a fair price, and I think that's what everyone is looking for.

Fun fact about your business?

Everyone here loves Proof Donuts!

FINALISTS

- 406 Window Co., 3039 Grand Ave.
- Pella Windows & Doors, 2520 Grand Ave.



CULTURAL/ARTS CENTER

Alberta Bair Theater

37 years in business
2801 3rd Ave. N.
(406) 256-6052
albertabairtheater.org



What makes you stand out from the competition?

Alberta Bair Theater is the only professionally equipped proscenium performing arts venue in the region that presents touring Tony Award winning Broadway productions, Grammy Award winning musicians, and the best of theatre and dance, as well as a robust student matinee series.

What brings customers back to your business?

Patrons love the intimate setting of Alberta Bair Theater, our wide range of events, and outstanding customer service. ABT offers an experience of luxury in an attainable way. Patrons trust the integrity of the theater to present high-quality, engaging entertainment.

What's something your customers may not know about your business?

Nearly 15 percent of our theatergoers are from out of town and make a long weekend to attend a Broadway show or concerts by world-class entertainers. Visitors stay in hotels, dine out, and shop in the community.

What makes your business a good place to work?

ABT is a valued cultural anchor of the community. Working at the theater is a unique way to serve our community and further its artistic impact.

What do you enjoy most about having your business in this community?

Billings, Yellowstone County, and the greater region are home to thousands of generous individuals, businesses, and organizations. ABT is honored to receive support and encouragement from many of those community members.

What can customers expect when they walk through your doors?

A world-class experience celebrating the world of the performing arts.

What does it mean to be voted Best of the Best?

It validates the vision and hard work of the hundreds of people who make ABT such a welcoming and unique experience and who have elevated Alberta Bair Theater to its historic position as the Crown Jewel of downtown Billings.

What are you most proud of?

The community that strongly supports the theater's mission of bringing the excitement of the performing arts to the Big Sky Country.

What's your secret to good customer service?

Focusing on inclusivity, attention to detail and welcoming each patron with authentic kindness.

What are some of the things you do to give back to the community?

Access to the Arts gives tickets to local non-profits who work with vulnerable populations as a part of its Education and Community Outreach Program. Ten for Ten, a group ticketing program for educators and civic leaders, removes price as a barrier to select performances. Everyone should have access to the joy and inspiration of the performing arts.

How do you build trust with customers?

Alberta Bair Theater builds trust with its patrons through transparency, accountability and inclusivity.

What makes your business popular?

The variety of events we bring in caters to all different groups of people. A patron can come to ABT to get a little piece of everything. The welcoming staff facilitates a feeling of comfort and a sense of belonging. People can experience the arts in an indulgent yet attainable way.

Fun fact about your business?

ABT will host over 55 performances throughout the 2024-2025 season, with more performances still being added. ABT is also actively booking performances for the 25-26 season and even into 26-27!

FINALISTS

- Art House, 109 N. 30th St.
- Billings Studio Theatre Inc, 1500 Rimrock Rd.

HOTEL

Hilton Garden Inn- Billings

16 years in business
2465 Grant Rd.
(406) 655-8800
billings.hgi.com

What makes you stand out from the competition?

It would have to be our food and beverage selections. We have in-house catering that is top notch with meals to please attendees that are holding meetings or events at the hotel. Our food and beverage staff will customize menus to the client's needs. We also have daily breakfast and dinner specials that are house made by our Executive Culinary team.

What brings customers back to your business?

It would be the customer service that they receive when staying with us or hosting events at the hotel. Our team strives to go above and beyond for our





customers, making the hotel their home away from home.

What's something your customers may not know about your business?

We have a cook-to-order breakfast selection in the mornings along with dinner service in the evening that is open to the public. We showcase daily specials with a monthly specials menu that can be found online with some of the best flavors Billings has to offer.

What makes your business a good place to work?

The family environment that every employee is a part of. We are a tight knit work family who is always lifting each other up and celebrating each other's successes.

What do you enjoy most about having your business in this community?

The community support that Billings offers every business and each other. It is very easy to find ways to help give back to the community and to help those in need.

What can customers expect when they walk through your doors?

They can expect a smiling face to welcome them, a clean room to sleep in and a delicious meal to end or start their day.

What does it mean to be voted Best of the Best?

It means that the team here at the Hilton Garden Inn has continued to go above and beyond for those who stay with us and continue to give service that stands out and is remembered by our guests, which has helped our hotel to shine bright in our community.

What are you most proud of?

I am most proud of the team at the hotel and the longevity that we have with our staff members. We have some team members who have celebrated 5 year, 10 year & 15 year anniversaries this year and it is amazing watching them come to a place that they enjoy working at for so many years.

What's your secret to good customer service?

Good customer service starts within. It starts with how you treat each other at work and empowering your team to be able to go the extra mile for your customers.



What are some of the things you do to give back to the community?

We donate our old linen to organizations that can use them to help those in need. We work closely with Gratitude in Action, as they provide linens to the homeless and those who are getting back on their feet.

How do you build trust with guests and customers?

By offering services that they can rely on every time they use us for a nightly stay or to assist with a catered event. Our clients know that when they are in-house with us, it is our mission to ensure that all of their needs are met.

What makes your business popular?

We are a hidden gem in Billings when it comes to food, with our Executive Culinary team we have catering and dinner menu items that are sure to make people return! Make sure to check out our Facebook page for weekly updates on what we are serving in the Garden Grille.



FINALISTS

- C'mon Inn Hotel of Billings, 2020 Overland Ave.
- Northern Hotel, 19 N. Broadway

LOCALLY OWNED BUSINESS

Mattress King

38 years in business

1702 Grand Ave.
795 King Park Dr.
439 Daniel St.
311 N. 7th Ave., Bozeman
(406) 256-5464
mattresskingmt.com

What makes you stand out from the competition?

Our team is passionate about changing people's lives by helping them experience the best sleep possible. This passion is shown in every interaction and is reflected in over 1,300 five-star reviews from satisfied guests.

What brings customers back to your business?

Guests return to our business because our team is focused on their needs, not commissions. This means our guests can make decisions confidently, knowing they're getting the right product for them—without any pressure.

What makes your business a good place to work?

Our passion for making a positive impact starts with our team. We foster a work environment built on respect, open communication, and a commitment to continuous improvement, ensuring that every team member feels valued and empowered.

What do you enjoy most about having your business in this community?

What we love most about having a business in Billings is the opportunity to work closely with our community. Partnering with various organizations and local businesses to make a positive impact is something we truly enjoy. While Billings is often seen as a "big city," it still has that warm, small-town spirit where neighbors look out for one another, and we're proud to be a part of that.

What does it mean to be voted Best of the Best?

Being voted the Best of the Best is an incredible honor for us. We were thrilled just to be nominated. Billings is home to so many amazing locally owned businesses, and simply being recognized among them was a great honor. But to be voted the Best Locally Owned Business in Billings is truly monumental. We don't take this recognition lightly, and it's something we're committed to upholding every day as we continue to serve our community with the same dedication and excellence that earned us this title.

What are you most proud of?

We take great pride in the individual growth of our team members. Whether it's someone's first summer job, a stepping stone in their career journey or a long-term commitment, we're dedicated to investing in their strengths while fostering a sense of respect and community at every level.

What's your secret to good customer service?

The secret to good customer service lies in building a strong team with the right core values. We focus on cultivating personal integrity, a genuine willingness to serve, and a commitment to excellence with an open mind. When these qualities are deeply ingrained, exceptional customer service naturally follows.

What are some of the things you do to give back to the community?

We're deeply committed to giving back to our community and are proud to partner with over 100 different businesses and organizations each year—a number that continues to grow. We're grateful that so many groups reach out to us, allowing us to expand our impact even further. One of our most cherished initiatives is our annual Blanket Drive, which is happening now. This drive helps ensure that those in our community stay warm during the colder months. Additionally, we're proud to partner with the United Way to support local children by providing them with the tools they need to thrive in school. These efforts are just a few of the ways we strive to make a positive difference in our community.

What makes your business popular?

For 38 years, Mattress King has been a trusted part of our community, a reputation built largely through word of mouth from satisfied guests. Our name has come to stand for quality and care, and that's something we're incredibly proud of. When guests walk into our stores, they can immediately feel our genuine excitement about helping them find a better night's sleep. This enthusiasm and dedication to their well-being is what sets us apart and continues to earn us the trust of our community.

Fun fact about your business?

This year, we have four team members celebrating milestone anniversaries —10, 15, 20, and 25 years at Mattress King!

THANK YOU FOR VOTING

Pharm406

Best Pharmacy!

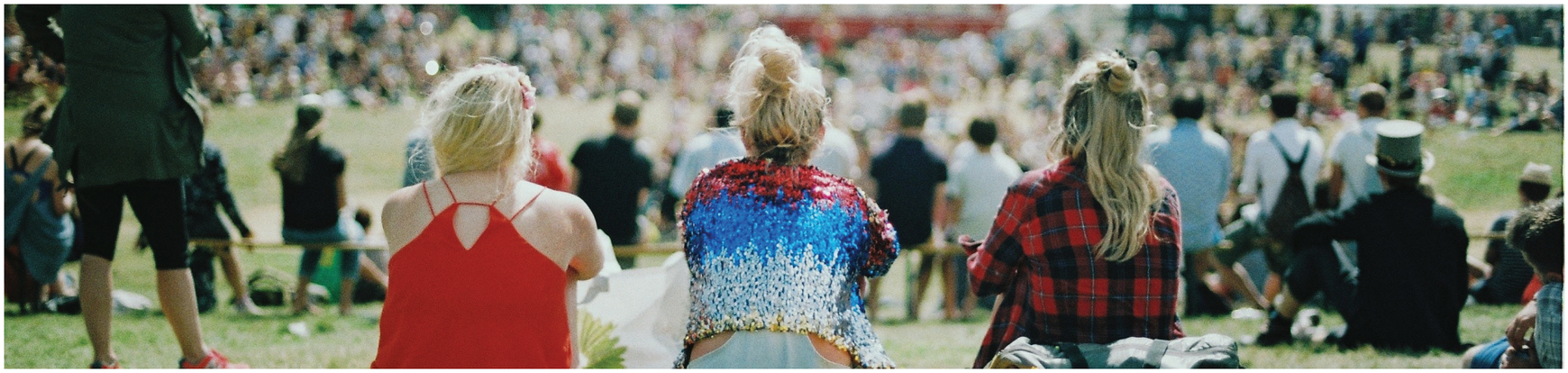
Pharm406

READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2024 WINNER

Pharm406
is your one stop shop for
all of your prescription needs

Transfer Your Prescriptions today
Free Delivery and Mail Out Service
Montana's Vaccination Destination
Open 7 Days Per Week

Pharm406 – Dr. Kyle Austin, PharmD 1410 38th St. W • 406-717-6100 • Pharm406.com



FINALISTS

4H Plumbing Heating & Cooling

6 years in business
455 Moore Ln., Ste. 3
(406) 839-2010
4hplumbingmt.com

What makes you stand out from the competition?

We offer excellent customer service. We simply listen to what the customer wants and follow through to not only make sure the job is done right, but also that the customer is happy with the results. 4H Plumbing realizes that every property that we are given the opportunity to work on means something special to someone and we treat that opportunity with respect. The customer may not know all the working details on the road to the final result of the project, but they definitely know what they want as a final result, and they will tell you if you take the time to listen and apply your skills to their vision, which makes a very happy customer in the end.

What makes your business a good place to work?

The best quality of being with the 4H Plumbing team is that we treat our employees like family. We care about what happens inside and outside of work when it comes to our employees' lives, and we make sure to take care of our employees as completely as we can. We also trust our employees as liaisons to our customers to make sure the customer is happy and well taken care of. When one of our employees steps into a customer home they become the customer's personal plumber, and we never stand in the way of our employees in their quest to fulfill all customer needs.

What do you enjoy most about having your business in this community?

The best part of Billings is just how down to earth everybody is in this town. Once we have established with our customers and show them that we have what it takes to treat their homes and properties just like they were our own, the community of Billings displays their loyalty and kindness. If it wasn't for our customers, 4H Plumbing would never have been able to win the Readers' Choice award 5 times in a row for Best Plumbing Service! We appreciate and thank every one of our customers for this opportunity and look forward to continuing this amazing relationship with them.

OTHER FINALIST

- Stockman Bank, various locations

MUSIC VENUE

St. John's United Summer Concert Series

61 years in business
3940 Rimrock Rd.
1920 Wyndstone Way
1636 Inverness Dr.
600 Roundhouse Dr., Laurel
(406) 655-5600
stjohnsunited.org

FINALISTS

- Alberta Bair Theater, 2801 3rd Ave. N.
- The Pub Station, 2502 1st Ave. N.

PLACE FOR A CHILD'S BIRTHDAY PARTY

ZooMontana

40 years in business
2100 S. Shiloh Rd.
(406) 652-8100
zoomontana.org

What makes you stand out from the competition?

ZooMontana is a multigenerational haven, where visitors of all ages can find joy and excitement. Whether you're a young child or a seasoned adult, there's something for everyone to discover and enjoy.





What's something your customers may not know about your business?

Unlike many other zoological parks, ZooMontana is a privately funded institution that receives no public tax dollars. Our dedication to excellence is demonstrated by our accreditation from the Association of Zoos and Aquariums (AZA), a prestigious honor achieved by less than 10% of animal facilities in the United States.

What are you most proud of?

ZooMontana is a community treasure, renowned for our wildlife rescue efforts and our stunning botanical gardens and arboretum. Our dedicated team takes immense pride in providing forever homes to animals in need and preserving our beautiful natural spaces. We're honored to have played a vital role in revitalizing the Zoo and creating a beloved community asset.

What are some of the things you do to give back to the community?

As a community-focused nonprofit, ZooMontana is committed to supporting other local organizations. In 2024 alone, we have donated over $40,000 in free passes and memberships to help various nonprofits raise funds for their important causes.

How do you build trust with your visitors?

We pride ourselves on our commitment to delivering on our promises. While our funding structure may sometimes present challenges, we are dedicated to seeing our projects through to completion. This consistent approach has earned us a reputation for reliability and trustworthiness.

FINALISTS

- Monkey Around Play Café, 605 24th St. W., Ste. 1
- The Reef, 1801 Majestic Ln.

PLACE FOR FAMILY FUN

ZooMontana

40 years in business
2100 S. Shiloh Rd.
(406) 652-8100
zoomontana.org

What brings customers back to your business?

Since its revitalization, ZooMontana has strived to be a community hub, offering a diverse range of events for everyone to enjoy. From nonprofit gatherings to weddings and concerts, we aim to create memorable experiences that bring you back to the Zoo time and again.

What does it mean to be voted Best of the Best?

We are absolutely delighted to have won two Best of Billings awards! It's an incredible honor to be chosen by the public as the best in our categories, especially considering the abundance of amazing family-friendly options in Billings. This recognition reaffirms our commitment to providing exceptional experiences for our visitors.

What are you most proud of?

ZooMontana is a community treasure, renowned for our wildlife rescue efforts and our stunning botanical gardens and arboretum. Our dedicated team takes immense pride in providing forever homes to animals in need and preserving our beautiful natural spaces. We're honored to have played a vital role in revitalizing the Zoo and creating a beloved community asset.

How do you build trust with your visitors?

We pride ourselves on our commitment to delivering on our promises. While our funding structure may sometimes present challenges, we are dedicated to seeing our projects through to completion. This consistent approach has earned us a reputation for reliability and trustworthiness.

Fun fact about your business?

ZooMontana is dedicated to caring for animals native to northern regions. This allows us to provide outdoor habitats year-round and also enables us to offer sanctuary to rescued animals.

FINALISTS

- Billings Mustangs Game
- Get Air Trampoline Park, 1400 S. 24th St. W.



PLACE TO GET MARRIED

WillowBrooke Barn

4 years in business
414 S. 64th St., W.
(406) 670-4406
willowbrookebarn.com

FINALISTS

- Camelot Ranch, 8736 Camelot Ln.
- ZooMontana, 2100 Shiloh Rd.

PLACE TO WORK

Intermountain Health St. Vincent Regional Hospital

126 years in business
1233 N. 30th St.
(406) 237-7000
svh.org



What makes you stand out from the competition?

Serving the people of Montana, Wyoming, and the western Dakotas for more than 125 years, St. Vincent Regional Hospital is located in Billings, Montana. In addition to 12 Intermountain primary care clinics in and around the Billings area, St. Vincent offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children, St. Vincent Children's. St. Vincent has more than 1,700 caregivers and over 500 physicians and advanced care professionals. St. Vincent is part of the Intermountain Healthcare system. Based in Utah with locations in seven states (Montana, Colorado, Idaho, Nevada, Utah, and Wyoming) and additional operations across the western U.S., Intermountain Health is a nonprofit healthcare system comprised of 33 hospitals, 385 clinics, medical groups with some 4,600 employed physicians and advanced practice providers. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs consistently. To learn more about St. Vincent, visit svh.org.

What makes your business a good place to work?

Every company has a mission statement on its wall, but at St. Vincent Regional Hospital the mission lives in our hearts and actions. No matter what part you play or which role you fill, you are improving the lives of the people and communities we serve, especially those who are poor and vulnerable. Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All our caregivers are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

What can customers expect when they walk through your doors?

If you need care, you want to know that your hospital or healthcare system is known for patient safety and excellence. You can feel confident that St. Vincent Regional Hospital, part of Intermountain Health, has established a national reputation for our commitment to safety, excellence and innovation.

What does it mean to be voted Best of the Best?

Our caregivers are the foundation of our ministry. We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Regional Hospital, so to be voted by them as the "Best Place to Work" in Billings for a fifth consecutive year is an absolute honor. Our team lives out our mission every single day by improving the health of the people and communities we serve, and they are the heart of this organization.

What are you most proud of?

We are proud to be one of Montana's most trusted healthcare leaders that continues to make a meaningful difference in the communities we serve. While we reflect on our accomplishments and cherish our traditions, we embrace an innovative spirit that works to heal people and help them stay healthy. We're always modeling new approaches to care, with a focus on improving quality and creating more value for patients.

FINALISTS

- Berkshire Hathaway HomeServices Floberg Real Estate, 1550 Poly Dr.
- Stockman Bank, various locations

RETIREMENT COMMUNITY

Westpark Village

38 years in business
2351 Solomon Ave.
(406) 652-4886
westparksenior.com

What makes you stand out from the competition?

At the start of each shift at Westpark Village, every team member embraces our mission, values, service approach and personal commitment to deliver our Platinum Service® Standards. Providing unparalleled service is the focus of our team efforts and our main personal role. We are committed to following and supporting our service philosophy.

What brings customers back to your business?

Our high level of Platinum Service®. We currently have residents living with us, that years ago their parents also lived at Westpark Village Senior Living. Our residents stay; our staff stay for years and years and when asked why they will stay, time and time again they will say they feel valued, appreciated, respected and genuinely cared for.

What's something your customers may not know about your business?

We have a resident that has lived with us for 21 years! Our Business Office Director has been with us 25 years; Our Spiritual Care Director has been with us for 17 years; Our Director of Life Enrichment has been with us 13 years and working at Westpark Village Assisted Living was her first job; Our Director of Nursing has been with our company for 27 years; One of Our Maintenance Staff members has been with us 20 years; Our Housekeeping Director has been with us 11 years; We have a couple of Receptionists who have been with us 27 and 22 years; a Caregiver that has been with us for 22 years and a Life Enrichment Associate who has been with Westpark Village Senior Living for 13 years!

What makes your business a good place to work?

Strong, healthy, caring and positive leadership. This is true of the Goodman Group family that owns Westpark Village Senior Living and it is true of our very own Megan Brinton - Our Executive Director. A healthy leadership has the ability to create a healthy work environment and healthy staff

relationships. We are blessed to enjoy this at Westpark Village Senior Living. As part of our Platinum Service® Program, we have a system in place for offering positive feedback easily and often. This involves writing a quick note to a fellow employee and expressing appreciation for something they have done to provide excellent service to a resident or a helping hand to another staff member. This card can be exchanged for a favorite treat and those with the greatest number of appreciation cards are celebrated monthly.

What do you enjoy most about having your business in this community?

As the Sales and Marketing Director, it is a pure pleasure to share the incredible service and beautiful home setting we offer to our residents, potential new residents and the Billings community. We are a special community and it is our joy to share this with our community.

What can customers expect when they walk through your doors?

To be welcomed. To feel at home. They know you've just come to a place that cares. And it's beautiful!

What does it mean to be voted Best of the Best?

It means the world to us. We are honored to know that so many people recognize that Westpark Village Senior Living is worthy of being known as The Best Independent/Assisted Living Community in Billings.

What are you most proud of?

Our staff and our Platinum Service®.

What's your secret to good customer service?

Our Platinum Service® Model. This is a way of life for us. Multiple times a day, our staff is recognized and encouraged by fellow staff members and residents. Each morning, we gather to review and reinforce the reason we are here; to serve our residents in their home with kindness, grace, respect and dignity. We are never shy about honoring another staff member for a job well done and we are always willing to jump in and help a fellow staff member. I know this may sound a little hard to believe - it's true - stop by for a visit and you'll see for yourself.

What are some of the things you do to give back to the community?

We host a number of fundraisers annually. You may have heard of our: Purse, scarf and jewelry sale. This is an annual event that involves our community donating gently used purses, scarves, and jewelry and then we resell these items to the Billings Community for $2.00 a piece. This year we were able to raise $5000 for Family Promise. Another fundraiser you may be aware of is our annual plant sale. Just before Mothers Day, we purchase plants from the Special K Ranch then we sell these plants to the Billings community and all proceeds are donated to the Riverstone Homeless Healthcare Program. Most recently, we hosted a Royal Tea Party. Everyone in the Billings community was invited. We sold out and were able to raise $2000 for the Tumbleweed Runaway Teen Program.

How do you build trust with residents?

We keep our promises. If we make a mistake we own it. We do our best to treat our staff, residents and community members with kindness and respect. We know we are not perfect and when a growth opportunity comes our way we want to know and enact a better way. We are open to honest conversations. Our owners trust us to do the right thing and support us to do so. This in turn is alive in our community.

What makes your business popular?

Happy Residents. Excellent Service. Supportive Leadership. Devoted Staff.

Fun fact about your business?

Wednesdays are "Wonderful Wednesdays" and we share something wonderful in our lives in our morning meeting. On Fridays, in our morning meetings we play "Would You Rather" or "Fun Fact Fridays." Our Executive Director has been known to wear cowboy boots, a fabulous tulle skirt and cowboy hat with a feather to work - she brings a Lot of Fun to Westpark Village! P.S., we even have an employee who used to be the assistant to David Copperfield!

FINALISTS

- MorningStar Senior Living of Billings, 4001 Bell Ave.
- St John's United, 3940 Rimrock Rd.



ACCOUNTANT

Lisa Woods
Woods Accounting
16 years in business
1030 S. 24th St. W.
(406) 969-5394
woodsaccounting.com



What makes you stand out from the competition?

Doing taxes are stressful and going into business is a big decision. We work with our clients one on one and make sure we are getting them the help they need. Whether it is filing those year end taxes, or starting and growing their business. We offer services that are designed for each client. Not one client's needs are the same as another's and we recognize that and help them with what they need.

What brings customers back to your business?

We welcome them into the Woods Accounting family. We try to know the name of everyone that walks through the door, you are not just a number. We have a staff that has been around for a few years now and so people are dealing with the same staff each time they come in.

What's something your customers may not know about your business?

We love helping people and seeing the business grow. Doing puzzles is what we love to do, that is why the logo was created as that.

What makes your business a good place to work?

We love to laugh, have fun and enjoy talking to people. We get to meet so many different types of people over the year, there is always something new each day.

What do you enjoy most about having your business in this community?

I love having the business in the community because there are so many things that you can support. Having a small business I know the struggles of starting out, being able to help other businesses grow and support community activities is a wonderful feeling to be able to give back.

What can customers expect when they walk through your doors?

We try to make the office feel like home. We welcome you in and help you with whatever needs you have. Whether that is with taxes, bookkeeping, payroll or just to chat about the newest trends. We always decorate the office for the holidays, we have fun with it.

What does it mean to be voted Best of the Best?

This will be the 9th time we have won Best of the Best. We are so honored that our clients, friends and family feel confident in the work that is provided and that they love what we are doing. We wouldn't be here without all of them. We thank them for their continued support through the years.

What are you most proud of?

I am proud to see where the business is currently at. It started in 2008 in my home and we are now in a great location, I have a fabulous staff and we are growing and learning more every day! I can't wait to see where we are in the years to come.

What's your secret to good customer service?

Listening. That is the secret to customer service. You need to listen to the client. Everyone has something else going on in their life, whether it is good or bad. With all the day to day things people are involved in and busy with, sometimes you just need to sit and listen and we offer that to the clients to be able to help them with their needs.

What are some of the things you do to give back to the community?

Giving donations to non-profits, schools, 4-H groups or people raising money for help, we try to help out where we can. We also help during the holidays with gifts for kids and those in need.

How do you build trust with clients?

By providing great customer service, listening to the client, helping with their needs and staying up on the most current laws and happenings around. We greet each client with a smile and welcome them usually by name and help them with whatever they are needing.

What makes your business popular?

Taxes and accounting (bookkeeping and payroll) are not popular. But everyone needs them at some point in their life. We just hope that when they do need those services that they remember us and give us a call or stop by.

Fun fact about your business?

Halloween is our favorite holiday. We love to play pranks on each other and hide fake spiders around the office for each other to find.

FINALISTS

- Connor Larson - Colleen Black & Company, 1925 Central Ave.
- Jerome Rangitsch - Beyond the Numbers, 1004 Lewis Ave.


READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2024 WINNER
THANK YOU ONCE AGAIN...
For voting us Best Bank, Best Insurance Agency, and Best Mortgage Lender in Billings!
We are uniquely focused on Montana and proud to serve our community.
Stockman Bank
Stockman Insurance
Deposit and loan products are offered by Stockman Bank, Member FDIC, Equal Housing Lender
Insurance products offered through Stockman Insurance are not FDIC insured, are not bank guaranteed, and may lose value.

ATTORNEY

Colin Gerstner
Gerstner Adam Law
7 years in business
2828 1st Ave. S.
(406) 969-3100
gerstneradamlaw.com

What makes you stand out from the competition?

We give personal attention to all our clients. Paul and I get to know our clients, and we work to get the best results we can. This separates us from the large personal injury firms where you might not ever meet your attorney.

What's something your customers may not know about your business?

Paul and I are both Billings-raised. We attended elementary, junior high, and high school together.

What do you enjoy most about having your business in this community?

I love supporting and giving back to local organizations that work to make Billings a better place to live and work. We're active in youth activities, and we have great relationships with several local non-profits that serve our community.

What can customers expect when they walk through your doors?

A welcoming and understanding environment. We pride ourselves in not being a stuffy law firm. Our clients are often in a vulnerable state when they call our office. We make folks comfortable and speak to them in a reassuring manner as we discuss their situation.

What does it mean to be voted Best of the Best?

It's a big honor. We are a small firm with only two attorneys. We don't have a large marketing budget for billboards or commercials. So, it means a lot that friends, family, and clients (both former and current) take the time to vote for me.

What are some of the things you do to give back to the community?

I've coached several youth sports over the years, including baseball, basketball, and soccer. We also make a point to sponsor numerous charity events. If you're at a charity golf event, there's a good chance you'll see me and Paul there.

How do you build trust with clients?

We create a relaxed environment and let our clients feel comfortable letting us into their lives. I also have honest conversations with my clients, and I never lead them on to believe that we can achieve something that is not possible.

Fun fact about your business?

We have a putting green in our office. I'm often seen wearing my wireless phone headset and working on my putting while talking to insurance adjusters.



FINALISTS

- John Heenan - Heenan & Cook Injury Accident Lawyers, 1631 Zimmerman Trail
- Teague Westrope - AVA Law Group, 2718 Montana Ave., Ste. 220

BARTENDER

Kacey Joest
Canyon Creek Brewing
11 years in business
3060 Gabel Rd.
(406) 656-2528
canyoncreekbrewing.com

What's something your customers may not know about your business?

I am the last of the original hires. I've been with Canyon Creek Brewing since day one and hope to be for many years to come.

What makes your business a good place to work?

Our family of regulars and employees are simply the best! We all take care of each other.

What do you enjoy most about having your business in this community?

The Billings community is my friends and family. I love taking care of everyone who comes to our establishment. It's not just about serving them beer. It's about being a helping hand when needed, being a compassionate listener and taking care of folks when times are tough.

What can customers expect when they walk through your doors?

Smiling Beertenders ready to get you a cold pint of the best beer in Billings! An already poured cold pint of your favorite beer if you're a regular.

What does it mean to be voted Best of the Best?

I'm very grateful and thankful to everyone who took the time to vote for me. I truly appreciate each and every one of you!

What are you most proud of?

I'm very proud and grateful for having the best servers in Billings! We have a fantastic group of ladies!

What's your secret to good customer service?

Treat everyone with kindness.

What makes your business popular?

We strive to be consistent with customer service, quality beer, and a clean relaxed environment.

FINALISTS

- Andy Gregory - Doc Harpers, 116 N. Broadway
- Kolby Weller - Tiny's Tavern, 323 N. 24th St.

CHEF

Jason Marble
The Marble Table
4 years in business
2525 Montana Ave.
(406) 281-8891
themarbletable.com

FINALISTS

- Michael Brawley - Bistro Enzo, 1502 Rehberg Ln.
- Nick Steen – Walkers, 2700 1st Ave. N.

DENTIST

Dr. James Galea
Brewer Dental Center

41 years in business
2900 Central Ave.
710 Main St.
(406) 656-6100
brewerdentalcenter.com

What makes you stand out from the competition?

At Brewer Dental Center and Orthodontics, our priority is our patients. We make all aspects of care comfortable and convenient. We offer flexible appointment scheduling with availability early in the morning before work and in the afternoons after school. Each patient is given ample time and individual attention, so that treatment is not rushed. Our team is constantly training and improving the service we provide.

What brings customers back to your business?

We strive to provide a great experience from the moment our patients walk in the door to the moment they leave. We are known for going above and beyond, and for exceeding the highest of expectations.

What's something your customers may not know about your business?

Our team of doctors is highly qualified to treat patients of all ages and provide all types of dental and orthodontic treatments. This enhances communication between providers which goes a long way towards ensuring a successful treatment outcome.

What makes your business a good place to work?

The employees are treated like family and support each other through the easy days and the tough days. We try to make the work environment a positive one and a place where the team looks forward to coming to.

What do you enjoy most about having your business in this community?

We are lucky to call Billings and Montana home and to be part of this amazing community. Our favorite aspect of being here is the strong relationships we are able to build with our patients to the point that we become friends. It is also an awesome place to raise a family with neighbors helping neighbors and the feeling that others care about you.

What can customers expect when they walk through your doors?

Customers receive a warm greeting upon entering the office. The reception area offers an opportunity for patients to relax before the appointment, enjoy some refreshments and catch up on trending entertainment. The doctors are down-to-earth and spend time listening to their patients and explaining treatment options. Any treatment recommended is customized to the patient, based on the most up-to-date scientific research and delivered using the latest technology.

What does it mean to be voted Best of the Best?

This means a great deal to us. We are humbled, honored and grateful for the support we receive from the community. This award will make us work even harder and continuously improve.

What are you most proud of?

We are really proud that our patients recommend us to their family and friends. It is the best compliment we can receive and is very encouraging. We are also proud of our team of dental professionals, their positive attitude and their willingness to be there for our patients. Without dedicated employees, we are not able to do what we do!

What's your secret to good customer service?

We do not have a secret; we genuinely want our patients to have an exceptional experience in our offices. We care about our patients on a personal level, and this motivates us to always get better at what we do.

What are some of the things you do to give back to the community?

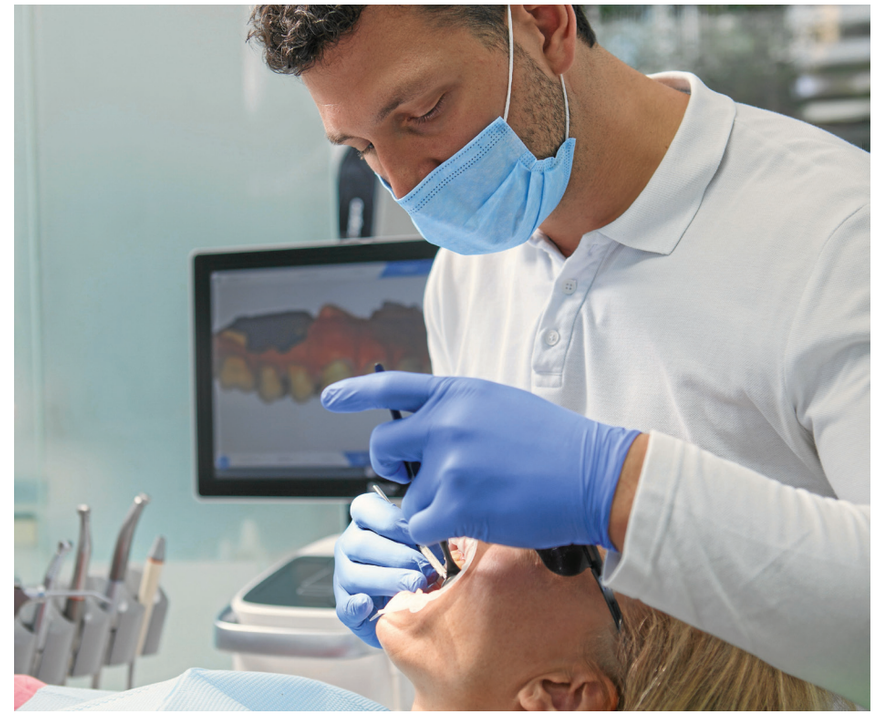
Every year we organize a day during which dental treatment is provided for free to people who need it. Our staff donates their time and talent to provide this incredible service. Throughout the year we also sponsor various school sports teams and activities as well as other community causes.

How do you build trust with patients?

Trust is so important in any positive relationship. This is even more essential in a healthcare setting. We listen to our patients, educate them and help them in making the right decision for their needs. In the end, we believe that if we do what is right, good things will follow.

FINALISTS

- Dr. Christopher Hirt - Turley Dental Care, various locations
- Dr. Ryan Ross - Grand Avenue Dental, 2911 Grand Ave.





ESTHETICIAN

Amber Hirschi
Plush Studios & Medical Aesthetics
9 years in business
1423 38th St. W., Ste. 1
(406) 969-2018
plushskincarestudio.com



What makes you stand out from the competition?
My passion for skincare drives me to create personalized experiences for my clients as they embark on their skincare journeys. It's truly rewarding to help others achieve their skincare goals and to see their confidence flourish.

What does it mean to be voted Best of the Best?
I am incredibly grateful for this honor and would like to thank each of you for your support. Thank you for believing in my and allowing me to be a part of your skincare journey. I look forward to continuing to serve you all!

What are you most proud of?
I am committed to educating and empowering others in our community, helping them learn and grow in their understand of skincare. Together, we can continue to celebrate the beauty of healthy skin!

FINALISTS

- Jordy Freiboth - Top Deck Medical Aesthetics, 3133 Central Ave., Ste. 1
- Tambria Aigner - Element Skin Therapy, 411 24th St. W., Ste. 113

FINANCIAL ADVISOR

Adam Gross
Retirement Solutions
10 years in business
178 S. 32nd St. W., Ste. 1
(406) 794-2627
retire-solutions.com/Adam-Gross.20.htlm

What makes you stand out from the competition?
My clients often tell me that what sets my business apart is the personal attention and focus on their unique needs. Our conversations always revolve around what defines success for them, not about pushing any particular product or service. It's about truly understanding their goals and helping them achieve them.

What makes your business a good place to work?
The secret to a great workplace is fostering a team that's more than just a group of individuals. It's about creating an environment where like-minded people, like Leah, my exceptional Office Manager, come together to achieve more than what seems possible on paper. Leah has been instrumental in building our positive culture, and I am genuinely grateful for her dedication and impact on our success. If you haven't had the chance to meet her, you're definitely missing out.

What do you enjoy most about having your business in this community?
Being able to help my friends and neighbors reach their financial goals contributes to a stronger, more vibrant community. It's incredibly fulfilling to support others in raising families, starting businesses, or planning for retirement in a place we love.

What can customers expect when they walk through your doors?
Coffee, great artwork, a smile, and a firm handshake.

What does it mean to be voted Best of the Best?
Being recognized as the best by those I serve is truly an honor. Being voted Best of the Best for the fourth consecutive year is a testament to the trust and relationships we've built. I'm incredibly thankful for the continued support of my clients and the community.

What are you most proud of?
I am most proud of my family—my wife and daughters, who inspire me daily to be the best version of myself. Their support is the backbone of everything I do, and I wouldn't be where I am today without them.

What's your secret to good customer service?
The secret lies in understanding what a client needs and why they need it. By genuinely listening and responding to the 'why,' we provide solutions that resonate deeply with our clients.

How do you build trust with clients?
I treat every client with the same care and consideration I would give my own family. Building trust doesn't happen overnight; it comes naturally when clients see you consistently acting in their best interests.

What makes your business popular?
When you love what you do, it shows.

Fun fact about your business?
All the artwork in my office is my own photography taken around Billings. It's a great conversation starter and a way to share my connection to the community with everyone who visits.

FINALISTS

- Jeramie Meadows - Northwestern Mutual, 3302 4th Ave. N., Ste. 200
- Pat Angland - Stockman Wealth Management, 402 N. Broadway

INSURANCE AGENT

Brenda Heggie
Stockman Insurance
30 years in business
1405 Grand Ave.
(406) 655-3974
stockmanbank.com/insurance

What makes you stand out from the competition?
Our Stockman Brand.

What brings customers back to your business?
The exceptional customer service that we provide.

What's something your customers may not know about your business?
We have several locations throughout Montana.

What makes your business a good place to work?
The Stockman Brand that carries deep roots with strong family ties.

What do you enjoy most about having your business in this community?
Billings is a very energetic community with wonderful, caring people that are always ready to lend a helping hand. Real down to earth folks.

What can customers expect when they walk through your doors?
Greeted with a friendly smile with a knowledgeable caring staff.

What does it mean to be voted Best of the Best?
I feel very honored.

What are you most proud of?
Achieving this award.

What's your secret to good customer service?
Responding to your clients' needs in a timely manner. Explaining and helping them understand their insurance needs.

How do you build trust with clients?
Be sincere and very honest.

What makes your business popular?
The Stockman brand.

FINALISTS

- Danny Betcher - Goosehead Insurance, 960 S. 24th St. W., Ste. I
- Jennifer Massey - JM Insurance Group, 513 Hilltop Rd., Ste. 7

INTERIOR DECORATOR

Tami Soumas
B Staged Montana
7 years in business
715 Lohwest Ln.
(406) 860-3657
bstagedmontana.com

What makes you stand out from the competition?

We continue to educate ourselves in the world of staging and design. We follow current design trends and study the psychology of marketing a home for sale. We continue to add to and refresh our inventory in order to stay current. All these help us to aid our clients in selling their property fast and for the most money.

What brings customers back to your business?

We are dependable and do what we say. We are so proud of the trust our clients put in us to complete the job on time and efficiently.

What's something your customers may not know about your business?

Something they may not know is that we have a showroom next to our warehouse and hold several sales a year to retire some of our inventory and make room for new.

What makes your business a good place to work?

We are a small, local business. We value our team and respect the work they do. It is very important to us that our team feels valued and appreciated.

What do you enjoy most about having your business in this community?

I have made so many friends and acquaintances in this business. I guess I am a people person, and I value the connections I've formed and appreciate that without these, we would not be in business.

What can customers expect when they walk through your doors?

A friendly, welcoming staff that really love making homes beautiful and assisting to the best of their abilities.

What does it mean to be voted Best of the Best?

It means so much to have won this honor 5 years in a row now. I really appreciate all the support B Staged Montana has received and will continue to provide a level of service deserving of this honor.

What are you most proud of?

I am most proud of how far we have come in just 7 years. We started out in rented storage units and now we work out of a large, climate-controlled warehouse. 6 years ago, when we would stage 7-9 houses in a month, I thought that was amazing...now we will do 4-6 per week and have grown our inventory to handle about 50 homes at the same time.

What's your secret to good customer service?

Listen, and offer solutions from a place of service. I have a service-oriented heart, and it is important to me to provide a service I can be proud of and be happy to receive.

What are some of the things you do to give back to the community?

My husband loves to attend fundraising events that allow us to support our favorite causes.

How do you build trust with clients?

We love creating beautiful homes that wow our clients and potential buyers. Our clients know that we are continually educating ourselves because we want to stay current and relevant. We show up when we say we will without rescheduling or having issues...our clients know they can depend on us.

FINALISTS

- Josie Worthington - Hannesson Home, 505 S. 24th St. W.
- Sarah Wise - Carpet One Floor and Home, 505 S. 24th St. W.

MASSAGE THERAPIST

Amy Donlan
Revive IV & Wellness
5+ years in business
1431 Country Manor Blvd., Ste. 3
(406) 534-6615
reviveivandwellness.com

FINALISTS

- Ashlie Painter
- Jysten Thompson - Wild Iris Massage & Wellness, LLC, 1780 Shiloh Rd.

MORTGAGE LOAN OFFICER

Brian Hafner
Universal Lending Home Loans
8 years in business
2646 Grand Ave, Ste. 2
(406) 294-2661
ulhomeloans.com/lo/bhafner

What makes you stand out from the competition?

Nobody thinks getting a mortgage is fun. My team and I love to have fun while helping people get into homes. We do everything we can to make the process as simple and stress free as possible. We communicate every step of the way and we do what we say we will.

What brings customers back to your business?

The reason customers come back and refer us is because we make things easy. Buying a home isn't always easy. But my team and I work hard to make the journey enjoyable. I always hear from clients that we made the process way easier than they heard it was going to be.

What's something your customers may not know about your business?

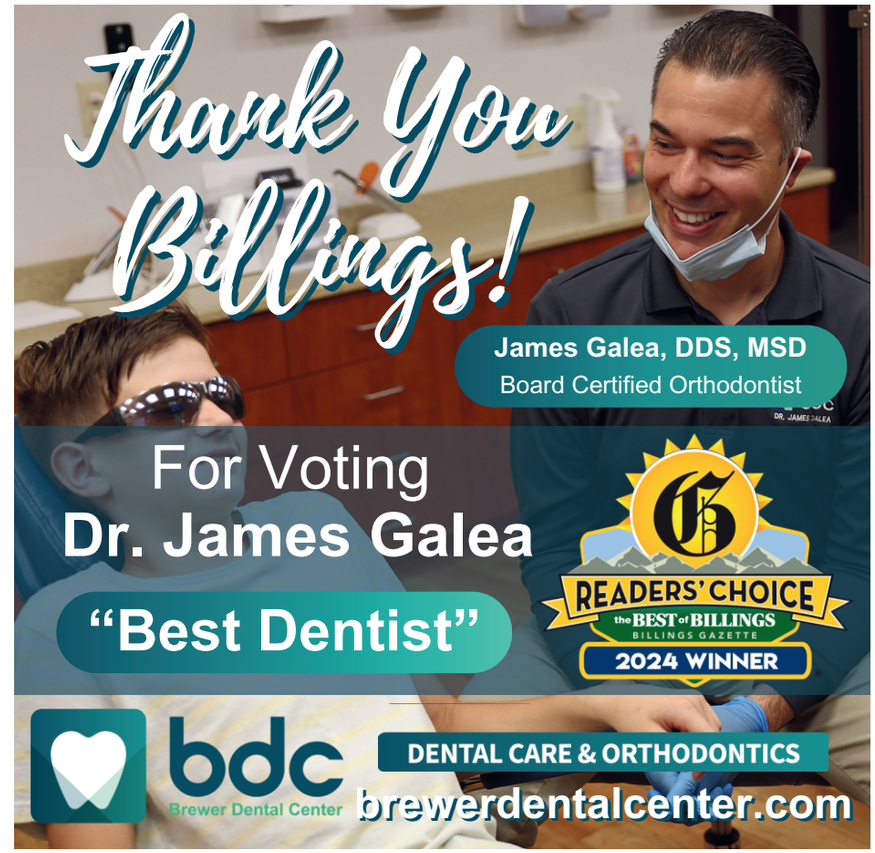
We recently merged with a large nationwide company that is quickly growing. It's been an awesome merger as they've brought on new technology and programs that allow us to help more people.

What makes your business a good place to work?

We are all here to help! I always laugh because when we merged with our new company, the common theme was, people at Universal Lending are all so nice. And it's true. We all thoroughly enjoy what we do each and every day.

What do you enjoy most about having your business in this community?

I get to help people get into homes! How amazing is that?! This is usually a dream of most clients and also their largest purchase. They trust and rely on me to make sure we are doing what's



best for them. I don't take that lightly. I love it!

What can customers expect when they walk through your doors?

A smiling face and people that care. We are here to help!

What does it mean to be voted Best of the Best?

This is my third year in a row getting this award. We have some amazing lenders in Billings. We have some amazing lenders just in my office. So receiving this award is humbling. I will continue to work hard for every one of my clients. I also am always available to answer a question, even if they happen to be working with someone else. I just want to help people get into homes!

What are you most proud of?

I am most proud of the team that we have assembled within Universal Lending. I feel blessed to be working with some of the very best of the best.

What's your secret to good customer service?

Doing what you say you will do. I don't have the secret sauce. My team and I just show up and work hard every day.

What are some of the things you do to give back to the community?

Some friends and I started an organization called Be All Giving. Our whole goal is to give back to the community that blesses us every day. We recently partnered with Boys and Girls Club of Yellowstone County to supply them with art supplies and sporting equipment for back to school. I'm also part of Breakfast Exchange Club, Habitat for Humanity, Grizzly Scholarship Association, Quality of Life Club through the Billings Association of Realtors, and a few other organizations. I'm pretty lucky to be able to help in so many ways.

How do you build trust with clients?

I build trust by doing what I say I am going to do. I work hard to know what I am talking about. It is that simple.

What makes your business popular?

People want to buy homes and we want to help them buy homes. It is an honor when somebody refers me a new client. And my goal is to be there for that client for life. And hopefully they will refer me to someone they know.

Fun fact about your business?

My team is spread throughout the country, but we all have ties to Billings.

FINALISTS

- Kelly Duray - Evergreen Home Loans, 1500 Poly Dr., Ste. 107
- Natalie Pigg - Bravera Bank, various locations

NAIL TECHNICIAN

Saharae McClain
Rave Beauty Lounge
2+ years in business
2001 Rosebur Dr., Ste. D
(406) 284-1860

FINALISTS

- Aspen Petersen - Dye Hard Salon, 301 S. 24th St. W., Ste. 2
- Jensen Muri - Ethos Salon, 1603 Grand Ave., Ste. 115

OPTOMETRIST

Dr. David Bauer
Bauer and Clausen
16 years in business
100 Brookshire Blvd.
(406) 656-8886
billingseyedocs.com

What makes you stand out from the competition?

Bauer & Clausen Optometry's extraordinary team. Everyone, including our team leads, opticians, technicians, patient care coordinators, and eye doctors, is dedicated to delivering exceptional vision care and service. Our commitment to service excellence is supported through ongoing staff training to ensure each person has the knowledge, skills and abilities to do their job well.

What's something your customers may not know about your business?

Some of our patients don't know that Dr. Bauer and Dr. Clausen met in college, got married, and started Bauer & Clausen Optometry together in 2004.

What makes your business a good place to work?

We maintain a company culture that supports, encourages, educates, and rewards employees at every level. Employees ultimately drive the patient experience, and we want our employees to thrive.





What do you enjoy most about having your business in this community?

Billings, including the surrounding region, is a wonderful place to live, work, and raise a family. We are grateful to be able to provide excellent vision care for people in our community.

What are you most proud of?

We are grateful to our entire team for their commitment to providing excellent patient care each and every single day. We are proud of our team members.

What's your secret to good customer service?

Everyone at Bauer & Clausen Optometry cares deeply about our patients and their experience with our clinic. We demonstrate this through actively listening to people, providing high quality vision care, and thoroughly answering questions. We also have an expansive optical shop with professional opticians to help people choose a frame with the right style and fit.

How do you build trust with patients?

We like to say, 'we do common things in an uncommon way.' For example, we ask every patient how they want their exam findings explained – in great detail or a brief overview. Our goal is to communicate effectively with each patient in a manner that is most comfortable to him or her. We also train our staff in and practice active listening, ensuring we listen to all of the patient's concerns and address each one appropriately. Personalizing the patient's experience is key.

FINALISTS

- Dr. Brad Kimball - Heights Eyecare, 430 Lake Elmo Dr.
- Dr. Kristi Schied - Barnett Eyecare, 2203 Broadwater Ave.

PHOTOGRAPHER – CHILDREN

Arica Lipp
Arica Lipp Photography
9 years in business
1212 Grand Ave., Ste. 10C
(406) 290-9443
aricalipp.com

What makes you stand out from the competition?

My ability to take photography to a creative level as an artist and my passion for the people I photograph. I will always show up for them to the best of my ability.

What brings customers back to your business?

Customers return because of the experience they are given during our time together as well as the quality of the art they receive.

What's something your customers may not know about your business?

I specialize not only in headshots and branding but all styles of portraiture including children, maternity, newborn, seniors, families, and dance. My work has earned me top marks in national and international photography competitions. I also travel the world to educate other photographers at workshops and conferences.

What makes your business a good place to work?

I create an environment where people feel safe, seen, and heard. Many people talk anxiously about being in front of a camera but that quickly melts away as I put them at ease. Together we have a lovely time and create fantastic photos.

What do you enjoy most about having your business in this community?

What I love most about this community is the people's involvement in charity work. I also really love the support the businesses strive to give one another.

What can customers expect when they walk through your doors?

Customers can expect to feel like both a celebrity and a close friend. Their first impression is that they have stumbled into a stunning art gallery then I listen and learn about what matters to them. I then do my utmost to meet, and often exceed, their expectations.

What does it mean to be voted Best of the Best?

Being voted Billings Best is something one shouldn't take personally, but I do. I work hard all year to be the best photographer I can be. I invest in my education both online and at in person workshops. I never stop learning and growing knowing full well that as I progress, I can apply that knowledge to how well I serve my clients. They reap the benefits and, in that way, I hope I have earned their trust and vote.

What are you most proud of?

I am most proud of how I am teaching my children, by my example, that you can pursue your dreams. That everyone's talents have value and worth. Whether they want to be in trades, an entrepreneur, or an employee, I can help them succeed because I've lived it. If I can do it, they can too.

What's your secret to good customer service?

I simply care. I don't believe in comparing myself to others, but I can say that I put all my heart and energy into my clients from step A through Z and beyond.

What are some of the things you do to give back to the community?

I increasingly become more involved in local charity work. I donate my services to fundraisers for Billings Clinic Foundation, the Better Billings foundation, NSAJ, Big Sky Senior Services, and the Billings Symphony. Causes that are the most dear to me typically involve either the arts, children, or both.

How do you build trust with clients?

It all starts with a phone call. Texting is a great way of communicating. It's fast and convenient. However, if a prospective client doesn't talk to me on the phone, they miss the opportunity to hear and feel how sincere I am about providing them with the very best photography in Billings. Then I follow through and repeat it as they return.

What makes your business popular?

A few things that make my business popular are the satisfaction of each client, the absolute WOW factor my photos often have to viewers, and I'm not afraid to be genuine and post on social media. This allows others to get to know me (all sides of me) a bit and like my work before making the decision to hire me when they are wanting new photos to be taken.

Fun fact about your business?

All my customized photography sessions include a one-on-one consultation to plan out every detail of your photo shoot with you, complimentary professional hair and makeup services for an individual, and



a fabulous experience on your shoot that can be done either in my midtown studio, at another location of choice, or a combination of the two!

FINALISTS

- Miranda Murdock - Miranda Murdock Photography, 2702 Montana Ave. Ste. 203
- Sara Nagel - Sara Nagel Photography

PHOTOGRAPHY – PORTRAIT

Ashley Williams
Ashley Williams Photography
5+ years in business
2720 3rd Ave. N.
(406) 281-1784
ashleywilliamsphoto.com

FINALISTS

- Jana Graham - Jana Graham Photography, 2301 Montana Ave., Ste. 202
- Sara Nagel - Sara Nagel Photography

PHOTOGRAPHER – WEDDING

Tabby Miller
Tabby Miller Photography
9 years in business
(406) 861-8940
tabbymiller.com

FINALISTS

- Miranda Murdock - Miranda Murdock Photography, 2702 Montana Ave. Ste. 203
- Sara Nagel - Sara Nagel Photography

REALTOR

Robin Hanel
Berkshire Hathaway
40 years in business
1550 Poly Dr.
(406) 860-6181
robin@robinhanel.com

What makes you stand out from the competition?

Standing out is a result of a rare combination of multiple years of award-winning real estate sales with years of top production lending experience totaling approximately 40+ years. These attributes plus the priority of commitment to client satisfaction, perseverance, earned trust/reputation, a large sphere of influence, community involvement and the ability to listen/negotiate have made the difference. I am determined to reach goals but realize that this is achieved with the "teamwork" of Team Hanel and our office combined with other parties in our real estate industry. It is important to recognize that all makes a difference to bring together our sales and to share the credit with grace.

What brings customers back to your business?

Keeping in touch with our clients over many years through a variety of marketing choices, networking, positive last impressions and sharing gratitude always. A substantial part of business are previous clients including business relationships returning or their referrals of family, co-workers and friends. We keep in touch with business but also on a personal note as we know most beyond business and we have built a relationship and trust. I (we) become the source for our clients as their "Realtor" lifetime relationship which is a true honor.

What's something your customers may not know about your business?

Striving to constantly be available to our clients is a high priority and we are "on call" and "self employed" as needs, questions and schedules are not always 8-5 pm. It is important to continue to invest in our business in training, professional marketing, market awareness and tools to best serve our clients. It is valuable to have a network of strong relationships for every situation in our tool belt as every sale has a different opportunity. Real estate is my career and I take it very seriously to reflect a constant high standard of professionalism and integrity always.

What makes your business a good place to work?

Local ownership, community involvement, mid-town convenient office location with a professional and safe atmosphere, private offices for meetings and the respected Berkshire Hathaway brand combined with the legacy of Floberg Real Estate. The in-house staff for processing of transactions, training and teamwork of Realtors in our office helps us to best serve our clients. The office is like a family, supportive and gives back to our community in which we all have the opportunity to participate.

What do you enjoy most about having your business in this community?

Our community has given back to us over the years with relationships, referrals and many priceless opportunities. The network of providers in our community are well trained professionals that make our job easier to serve our clients. We cannot go anywhere without knowing someone and most of the time, we do not need GPS, we just "know" where the streets are located. We are blessed to live in a strong community for real estate and an area that people want to live and relocate. It is easy to tout what Billings has to offer and the great people that choose to live here. There are many activities and a variety for everyone's needs. Real estate has been a great investment for our clients and for this reason, it is a great choice to be in the real estate business in our community, adjacent areas and Montana.

What can customers expect when they walk through your doors?

A smile and "Welcome" - "How can we help you?" and listening :)

What does it mean to be voted Best of the Best?

This is truly an honor and a highlight of my career! To achieve this recognition for a third year is beyond expectation and a forever memory for me. I am grateful for every vote and sincerely appreciate this gift of their confidence and support. Thank you everyone - YOU made my day! I must share gratitude with Team Hanel (Tom and Korinne) as their efforts lifted me to this honor - teamwork!

What are you most proud of?

The relationships and opportunities that I have been blessed to gain over my career. I am proud of my husband - Tom, family, Team Hanel, the many co-workers that have been a support and have always been there for me over many years. I am proud of seeing houses that are now "homes" for those that we have worked with and I can see that the clients are now enjoying their locations and making it "theirs".

What's your secret to good customer service?

Every moment is an impression and an opportunity to serve your client. Communication and dedication are key priorities.

What are some of the things you do to give back to the community?

I have been involved in numerous organizations and Boards over many years and have given back time, financial support, experience and awareness. There are too many to mention but overall being involved and giving back has given to me many gifts in return in knowing our community and it's needs/members.

How do you build trust with clients?

By keeping their business private, sharing beneficial knowledge for their situation, commitment to timelines and expectations, experience on how to handle situations/negotiate to achieve goals. Integrity, knowledge, listening, professionalism and communication builds trust.

What makes your business popular?

It is definitely popular with the number of businesses in our industry and it is appealing to have flexibility and the opportunity to be on commission.

Fun fact about your business?

I chuckle when I see someone and can remember where they live or something special to them. For example, I still remember a dear client's pet's name... Milo.

FINALISTS

- Chris Dunn - Montana Real Estate Brokers, 2050 Broadwater Ave., Ste. B
- Wayne Wilcox - Century 21 Hometown Brokers, 1605 Shiloh Rd.

TATTOO ARTIST

Whitney Donahue
Forget Me Not Tattoo
4 years in business
2059 Broadwater Ave., Ste. B
(406) 702-1784
facebook.com/wittyart

FINALISTS

- Cindy Hahn - Cin City Tattoo, 2075 Central Ave., Unit B
- Vinny - Eternal Ink, 945 ½ Grand Ave.

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Readers' Choice the Best of Billings Billings Gazette 2022 Winner

Readers' Choice the Best of Billings Billings Gazette 2024 Finalist

Readers' Choice the Best of Billings Billings Gazette 2024 Winner

BANK

Stockman Bank

71 years in business

2700 King Ave. W.
800 Main St.
1450 Shiloh Rd.
402 N. Broadway
1405 Grand Ave.
(406) 655-2400
stockmanbank.com

What makes you stand out from the competition?

Two things:

1) Our employees for sure. Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.

2) We only bank in Montana. Therefore, we are only focused on Montana. So, our friends and neighbors really are banking with a Montana Bank.

What brings customers back to your business?

Stockman Bank has a great reputation across the state in every community that we serve. Our customers know they are our priority and will be treated well.

What makes your business a good place to work?

Our culture. Our employees have a voice, opportunity for career growth and the ability to make decisions.

What can customers expect when they walk through your doors?

A smile, someone that knows their name, and great personal service.

What does it mean to be voted Best of the Best?

It's awesome – especially for our employees. They are the reason Stockman Bank was voted the Best of the Best.

What are you most proud of?

We are most proud of the fact that Stockman Bank is a true, Montana community bank. We live and breathe Billings, and we truly support and promote our neighbors.

What's your secret to good customer service?

Our dedicated employees. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

What are some of the things you do to give back to the community?

We give back to our community through financial donations and countless volunteer hours. We strive to make a difference and believe there is more than one way to have a positive impact.



How do you build trust with clients?

It's about one-on-one relationships. Our clients quickly find out that our talented bankers are knowledgeable, responsive, and consistently work hard to exceed expectations.

What makes your business popular

We are a fourth generation, Montana family-owned bank. We offer one-stop banking for every member of your family, from savings accounts for kids, home loans for first-time home buyers, small business loans, to insurance and wealth management services.

Fun fact about your business?

We are Montana's largest, privately held, family-owned bank with 41 statewide locations and six located in the Billings area to better serve our customers.

FINALISTS

- First Interstate Bank, various locations
- Western Security Bank, various locations

BUSINESS PROMOTIONAL PRODUCTS

Graphic Imprints

21 years in business

120 N. 18th St.
2505 S. Russell St., Ste. #210, Missoula
(406) 256-0894
graphic-imprints.com

What makes you stand out from the competition?

We produce 90% of our products in-house.

What brings customers back to your business?

In any business there are errors. We pride ourselves on making sure we fix those errors, no matter what the cost or inconvenience.

What's something your customers may not know about your business?

We can print over 2,500 shirts in a single day.

What makes your business a good place to work?

The culture here is family. We laugh, we cry and we smile together. We are a team!

What do you enjoy most about having your business in this community?

The friends and customer relationships we make every year with every order. These relationships are vital to our business and our customer experience.

What can customers expect when they walk through your doors?

A unique experience. All our customers are handled in a very personal way and will always be assured a special experience and a great product.

What does it mean to be voted Best of the Best?

We are very honored and excited to know that the community and our customers recognize our hard work and commitment to creating great products.

What are you most proud of?

90% of our business is return customers. We are very proud and understand it is the core of our business.

What's your secret to good customer service?

Consistency – great customer service means doing it all the time, (not just when you feel like it). Exceed the needs of our customers. Wowing the customer, not just giving them satisfaction. The customer– great customer service treats the customer as an individual, rather than as a group or company.

What are some of the things you do to give back to the community?

We are involved and sponsor numerous charity events across the state. Women's Run, Hoofin' it for Hunger, Mack Attack to name a few.

How do you build trust with customers?

Offer excellent customer service. Be transparent with all customers. Ask for feedback on how we can improve. Cultivate relationships. Don't play the blame game.

What makes your business popular?

Our team is committed to building trust and lasting relationships with our customers and our amazing community.

Fun fact about your business?

Combined, our employees have over 200 years of experience in our industry. We also have a brand-new website that was launched a few months ago.

FINALISTS

- Dynamic Designs, 1860 Monad Rd.
- Mosaic Threads, 2590 Holman Ave. Ste. C

COMPUTER REPAIR SHOP

Billings Tech Guys

10 years in business
2341 Broadwater Ave.
(406) 534-9565
billingstechguys.com

What makes you stand out from the competition?

At Billings Tech Guys, we're really proud to be 100% locally owned and operated, serving our community for over ten years. Our deep roots in Billings allow us to understand the unique needs of our clients, and we genuinely enjoy helping everyone. We provide comprehensive IT services for businesses. In addition to cybersecurity, we help optimize operations and improve efficiency, ensuring businesses run smoothly and securely. Our team of highly trained technicians is ready to assist you with all your tech needs—whether on-site, remotely, or in-store. When you come to us, you're not just getting top-notch tech support; you're getting a personalized experience from a team that's committed to making sure you succeed.

What's something your customers may not know about your business?

Many of our customers are surprised by the full range of services we offer. While we specialize in cybersecurity, business IT managed services, and computer repair, our expertise extends much further. We provide custom-built computers, virus removal, home theater, TV wall mounting, and smart home setup. When you visit our store, you'll find a wide selection of top-tier products from brands like Dell, Microsoft, Google, Ring, Sonos, and many more. We're more than just a tech service provider—we're your ultimate destination for all things tech!

What makes your business a good place to work?

We have built a great team over the years. Everyone is very knowledgeable and enjoys working with both clients and technology. We cultivate a fun and exciting workplace focusing on continuous learning—especially in cybersecurity, where staying up to date with ever-changing technology is critical. At the core of our business, we treat each other like family, creating a supportive and collaborative environment where everyone thrives.

What can customers expect when they walk through your doors?

Just like our team, we treat every customer like family. When you walk through the doors at Billings Tech Guys, you'll be greeted by an employee ready to assist you with expertise and genuine care. We believe every interaction should start with a smile, and we pride ourselves on providing friendly, knowledgeable service. No matter the issue, we make sure to communicate clearly and respectfully—never talking down to our clients, but always working with them to find the best solutions.

What does it mean to be voted Best of the Best?

Being voted Best of the Best for the last six consecutive years means the world to our team. It's a testament to the dedication and hard work we put into providing exceptional service across everything we do. A big part of this recognition comes from our expansion into cybersecurity, where we've worked tirelessly to protect both consumers and businesses from cyber threats. This recognition validates our commitment to excellence and reminds us how fortunate we are to be in such a supportive and wonderful community. We are incredibly grateful for the trust our clients place in us and will continue striving to be Billings best.

What's your secret to good customer service?

Our secret starts with making sure our employees are happy and excited to come to work. A positive work atmosphere translates directly into how we interact with our customers. When our team is genuinely enthusiastic, that energy carries into every customer interaction. We know that dealing with computer issues can be frustrating, but having a friendly, smiling face ready to help makes all the difference. This attitude allows us create a supportive and enjoyable customer experience.

How do you build trust with customers?

At Billings Tech Guys, trust begins with delivering personalized, tailored solutions. Our knowledgeable and responsive technicians are dedicated to going the extra mile for every client. We offer a comprehensive range of services, including cybersecurity, business IT managed services, computer repair, and custom-built solutions. We ensure our clients feel secure and supported by consistently providing exceptional service and dependable results. Whether it's safeguarding against cyber threats, managing IT operations, or resolving technical issues, our commitment to exceeding expectations builds lasting trust with our clients. Our goal is to ensure you can sleep better at night, knowing your technology is secure.

What makes your business popular?

As a local business with a great team, we've built strong relationships with returning customers who trust us to handle all their tech needs. Whether solving one issue or helping with future upgrades, our clients know they can count on us for a wide range of services. People appreciate the convenience of coming to one place for everything tech-related. With cybercrime on the rise, people recognize the importance of having reliable protection, and we're here to provide that security. Our expertise in cybersecurity, along with our deep knowledge across all areas of technology, keeps our clients coming back. Most importantly, we love what we do and enjoy helping our clients every step of the way!

Fun fact about your business?

Our dedicated cybersecurity team, Galactica cybersecurity, has grown significantly over the past three years. Our mission is to protect businesses that may not have the resources to manage IT security on their own. Whether you're a small business without an IT department or have an IT team that isn't specialized in cybersecurity, we can handle it for you. We use cutting-edge tools and stay ahead of the latest best practices, allowing you to focus on what truly matters—your business. With cybercriminals constantly looking to steal sensitive information or breach your systems, staying ahead is more important than ever. Learn more about how we can protect your business at GetGalactica.com.

FINALISTS

- Mountain Computer Solutions, Inc., 1017 Toole Cir.
- Technology by Design, 3676 Pierce Pkwy.



CREDIT UNION

Valley Credit Union

75 years in business

3100 2nd Ave. N.
2955 Grand Ave.
1445 Main St.
1541 Custer Ave.
3025 King Ave. W.
207 N. Broadway
1707 W. Oak St., Ste. A, Bozeman
400 E. Pike Ave., Columbus
1902 Cougar Ave., Cody WY
2513 Main St., Miles City
216 8th Ave. E., Roundup
(406) 656-9100
valleyfcu.com

What makes you stand out from the competition?

At Valley, one of our core cultural values is finding a way to say 'YES!' This principle drives every member of our team, from leadership to our dedicated employees, who consistently go above and beyond to fulfill our members' requests quickly and effortlessly. Whether it's assisting with a small loan during a tough time or offering personalized financial counseling, we're here to make it happen. Our unwavering commitment to saying 'YES' is central to our mission, ensuring that our members receive the support and service they deserve, no matter the situation.

What brings customers back to your business?

At Valley, we prioritize making banking as effortless and convenient as possible for our members. Whether they're managing their finances through our user-friendly mobile app, accessing our ATMs, or visiting one of our branches, we are committed to delivering outstanding service at every interaction. Our welcoming staff, customized solutions, and technology are just a few of the reasons our members continue to choose and trust Valley as their preferred credit union.

What makes your business a good place to work?

Valley Credit Union isn't just a workplace; it's a community where every team member is valued. With several employees having dedicated over 30 years to our organization, we've built an environment that deeply values loyalty and long-term growth. What sets Valley apart as an exceptional place to work is our strong sense of camaraderie and collective dedication to our mission. We provide a supportive work culture, continuous opportunities for professional development, and a strong focus on work-life balance. At Valley, we recognize that our employees are our greatest asset, and we are committed to fostering an environment where they can excel both personally and professionally.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect more than just a friendly greeting—they'll be welcomed by name into an environment that feels like home. Our dedicated staff is committed to providing personalized, efficient service that caters to each individual's financial needs. We strive to make every visit not only positive but also memorable, ensuring our members feel genuinely valued and supported in reaching their financial goals. Whether it's a routine transaction or a more complex request, our team is here to make the experience smooth, stress-free, and focused on what matters most to our members.

What does it mean to be voted Best of the Best?

Being voted Best of the Best is an incredible honor and a testament to the dedication of our team and the support of our community. It means that our efforts to provide exceptional service and make a positive impact are truly resonating with our members and neighbors. We're grateful for this recognition and see it as a reflection of our ongoing commitment to serving our community with integrity and care. It inspires us to continue striving for excellence and to keep working hard to meet the needs of those we serve.

What's your secret to good customer service?

Our secret to delivering outstanding member service is our commitment to treating each member as more than just a number. We view every member as a valued neighbor, understanding that everyone has unique financial needs and goals. Instead of offering one-size-fits-all solutions, we take the time to get to know each individual and tailor our services to meet their specific needs. By focusing on personalized care and building genuine relationships, we ensure that our members receive the support and attention they deserve. This approach allows us to provide meaningful and effective solutions that truly address their diverse financial situations.

What are some of the things you do to give back to the community?

Valley is deeply committed to giving back to our community, and this year we've continued to make meaningful contributions. We proudly donated to the Heights National Little League, ensuring young athletes have the resources they need to thrive. We also stepped in to help pay for past-due lunches in the Miles City School District, easing the burden on families. Our 3rd Annual Hive event was another highlight, where we guided high school students on the path to entrepreneurship, helping them turn their dreams into reality. Additionally, we were honored to be the title sponsor of the Billings All High School Celebration Committee, providing graduating seniors with a safe and memorable place to celebrate their achievements. We also hosted our 7th Annual Toy Drive event for Toys for Tots, which has grown to be one of the largest in the area. These are just a few of the ways we're working to empower and uplift our local community.

What makes your business popular?

What makes Valley Credit Union popular is our ability to support virtually every financial need in our community. Whether you want to open a Youth Savings account for your children, secure a car or mortgage loan, or get help starting or growing your business with an account or loan, we've got you covered. Our comprehensive range of services is designed to meet diverse needs and help our members achieve their financial goals. Beyond our financial services, we're actively engaged in the community, working daily to improve the lives of our neighbors and make a positive impact. It's our commitment to providing personalized solutions and fostering community well-being.

Fun fact about your business?

A fun fact about being a member of Valley Credit Union is that you have





access to over 30,000 surcharge-free ATMs nationwide! This means you can easily access your money almost anywhere, making banking more convenient and accessible no matter where you are. Whether you're traveling or just on the go, you can rest assured that your finances are always within reach.

FINALISTS

- Altana Federal Credit Union, various locations
- Billings Federal Credit Union, various locations

CUSTOM FRAMING STORE

The Frame Hut & Gallery
Over 50 years in business
1430 Grand Ave.
(406) 245-9728
framehut.com

What brings customers back to your business?

The regular along with the new customers have complimented our employees on what a relaxing atmosphere we have at The Frame Hut & Gallery. They comment on our large variety of styles of art, diverse gifts, and most importantly the friendly and prompt service they received. Each and every customer is very important to us and we do our best to make their time here enjoyable.

What's something your customers may not know about your business?

Did you hear about Billings best kept secret? We are much more than just a custom framing business. We offer a variety of regional artists, artisan jewelry, home décor, and much much more. Many of our guests comment on how we have such a great selection of gifts, made in Montana items and regional artists. They are often surprised that the Gallery has much more to offer than only custom picture framing. Another guest even suggested we should rename the store, "Frame Hut, plus plus plus". From handmade greeting cards, leather journals to glass and metal sculpture to great small gift ideas, our Gallery has a variety of price points to make it affordable for all to enjoy along with complementary gift wrapping for Christmas and birthdays and personal gifts upon request. The secret is out as

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READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2024 WINNER

www.actionelectricinc.com

The Frame Hut has become a one stop shopping experience that many enjoy during the Christmas season.

What makes your business a good place to work?

There are many facets to what we do here at the Gallery. Framing with innovative design and for what it takes to design and assemble can be a challenge for your artistic and creative abilities. You might never know what project you'll be working on next. For instance, a museum artifact, children's art, a hand-beaded buckskin wedding dress to a sentimental treasure. There is an endless variety of what one can have framed. There's also the enjoyment of what we do together as a supportive team. We often share and collaborate ideas on technical design challenges.

What do you enjoy most about having your business in this community?

Store owner Helen Tolliver says, "I really have to repeat what was said last year, because it is so true every year and really no other way of answering the question. We have such a wonderful community and so, having grown up here in Billings, it makes having this business even more rewarding." One of the best aspects is showcasing talented artist's work from the community and seeing how much it is appreciated. Our community also is local-centric in that they support "shop local", which supports our artists as well.

What can customers expect when they walk through your doors?

When a client comes through our doors, they can expect exceptional Montana and regional artwork, friendly service and a peaceful atmosphere. The Frame Hut & Gallery is a place not only to receive quality custom framing but a tranquil art gallery setting that one can experience the talent of regional artists. Art can be visual nourishment, perhaps one could even say food for the soul.

What does it mean to be voted Best of the Best?

It is an amazing accomplishment as we work hard to give good service to our customers as the fruit of our labor shows by being voted Best of the Best. This award is a great encouragement to our team as we see how crucial it is to keep taking pride in and keep putting the best into each project whether large or small. Every piece receives expertise and quality work with that special finishing touch. It's such an honor to work with our customer's treasures and we appreciate their trust. This is the 15th year in a row to have received the Reader's Choice Award for Best Custom Framer. We at The Gallery consider it an absolute honor to have been chosen. Our passion is to create a quality frame design that will stand the test of time and it is with deep gratitude and thankfulness to have the opportunity to serve Montana in that regard.

What are you most proud of?

Through creativity, we are most proud our enduring designs through individual creativity. Whether it's to create with the parent and design a heartfelt project of a child's special drawing for a loved one, or a certificate of accomplishments achieved by a customer or someone close to them, we are framing treasures. It is an honor to frame these pieces that will capture those memories of happiness for years to come.

What's your secret to good customer service?

We do our best through listening, encouraging, caring, and offering expertise and kindness each step of the way to achieve what our customer desires for their piece. We design personal art on a daily basis for others through their choices on custom framing designs and home accent pieces. The ability to listen to a customer is key. We believe in a firm foundation of quality customer service and it is of the utmost importance. We not only want to meet expectations but exceed them and that is what we truly take joy in.

What are some of the things you do to give back to the community?

The local community has been a great supporter of the arts. We feel it's very important to show support for local causes such as Ronald McDonald House. We have also supported the Billings Clinic Classic, Family Service, American Foundation for Suicide Prevention, Big Brother, Big Sister, Saints, Huntley Project FFA, and other fundraising causes as well.

How do you build trust with customers?

We listen to our customers and do our best to meet their needs and provide a quality product they will be proud to display. We try to give sound advice and follow through in a timely manner to produce the Best of The Best.

What makes your business popular?

A business owner reading this would maybe agree there's not a recipe or "how to" on being a popular business. If we had to decide then it would be how our service creates word of mouth praise and our continuing the gallery's approach to customer service and a peaceful atmosphere helps our guests to relax and enjoy being at The Frame Hut.

Fun fact about your business?

From our family business to your family, we are all about relationships. It's from the years of being here in Billings that you get to know parents along with their children. It's not unusual to have three generations shopping together with us at one time. Sometimes our customers tell us of memories of shopping here with family members. The gallery is a family or friend bonding place, like that certain baked cookie fragrance connected to good memories with family and friends.

FINALISTS

- Rimrock Art & Frame, 1070 S 24th St. W.
- Toucan, 2505 Montana Ave.

ELECTRICAL CONTRACTOR

Action Electric

39 years in business
1010 Central Ave., Ste. 4
(406) 245-9551
actionelectricinc.com

What makes you stand out from the competition?

We continually deliver on our promises and do our best to meet and even exceed our customers' expectations, which we are able to do because of the great people that work for us!

What brings customers back to your business?

Our exceptional customer service, excellent craftsmanship, and the way we care for our customers.

What's something your customers may not know about your business?

We have many long-term employees. They have worked for us for 10, 20, and even 30 years!

What do you enjoy most about having your business in this community?

The great people we serve! We have so many loyal customers and we are so thankful for all of them!

What can customers expect when they walk through your doors?

To be warmly greeted and have their needs be quickly addressed.

What does it mean to be voted Best of the Best?

It is an honor to be voted the Best Electrical Contractor in Billings! We are so grateful for all our amazing customers that have supported us for so many years, we wouldn't be here without you!

What's your secret to good customer service?

We listen to our customers and do our very best to quickly and effectively meet their needs. It is important to us that our customers feel heard, valued, and appreciated!

How do you build trust with customers?

Having clear communication, being respectful, and understanding our customers' needs from the first phone call to the completion of the work, and through the billing process we do our best to care for our customers.

FINALISTS

- Miller Electric Service, 1227 Cortex Ave.
- Mountain Electric, 2121 4th Ave. N.

INSURANCE COMPANY

Stockman Insurance

31 years in business
1405 Grand Ave.
(406) 896-4870
stockmanins.com

What makes you stand out from the competition?

As a community insurance agency, we take the time to work with people to design the right insurance package for their specific need.

What brings customers back to your business?

Our growth and reputation. Our customers know they will be working with local, Montana staff who understands their unique insurance needs.

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Billings Homestead
2011 Overland Avenue –
Billings MT
(406) 656-5455
www.fuddruckers.com/billings-homestead

What's something your customers may not know about your business?

We've been in Billings since 2008. We live and reside in Billings. We have partnered with some of the top-rated insurance carriers in the nation which allows us to offer the most comprehensive coverage at the most competitive price.

What makes your business a good place to work?

Stockman leadership knows our employees are key to the company's success. We are proud to be a part of the Stockman Brand.

What do you enjoy most about having your business in this community?

Billings is a very business friendly and progressive community. We are proud and thankful to be a participating member of this community. It is known as the Magic City for a reason.

What can customers expect when they walk through your doors?

A friendly, smiling, well-versed professional that will assist you in your insurance needs.

What does it mean to be voted Best of the Best?

For the community to recognize our commitment in providing exceptional customer service, along with being the preferred insurance professional, is a great honor. We appreciate knowing our commitment to Billings and the community is recognized.

What are you most proud of?

Our staff demonstrates on a daily basis the commitment to building trust and favorable relationships with our customers and community members.

What's your secret to good customer service?

Our customers are our neighbors, our friends and our family. We understand this is a relationship business. Our clients know we care about their well-being, and we appreciate the trust and confidence they place with us.

FINALISTS

- JM Insurance Group, 513 Hilltop Rd., Ste. 7
- Roger L. Daniels Insurance, 2047 Broadwater Ave., Ste. 1



MORTGAGE LENDER

Stockman Bank

71 years in business

2700 King Ave. W.
800 Main St.
1450 Shiloh Rd.
402 N. Broadway
1405 Grand Ave.
(406) 655-2400
stockmanbank.com

What makes you stand out from the competition?

Our lenders. All our lenders are trustworthy and knowledgeable. They have years of experience under their belt, and they sincerely care about each of our customers. Also, our focus is on the customer experience and making sure that we meet all their needs. Our team takes pride in seamless transactions and adding a personal touch to every customer interaction.

What brings customers back to your business?

Our customers know they are our priority and will be treated well. We love to build relationships with our customers, and we are always here to help with any needs that arise in the present or in the future.

What makes your business a good place to work?

Our culture. Our employees have a voice, opportunity for career growth and the ability to make decisions.

What's something your customers may not know about your business?

We are Montana's largest, privately held, family-owned bank with 41 statewide locations and six located in the Billings area to better serve our customers.

What can customers expect when they walk through your doors?

A smile, someone that knows their name, and great personal service.

What are you most proud of?

Helping the people and businesses in our community grow and prosper is a priority for us. Whether it's buying, building or financing, we are proud to help people with all their home loan needs.

What's your secret to good customer service?

Our dedicated employees. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

What are some of the things you do to give back to the community?

We give back to our community through financial donations and countless volunteer hours. We strive to make a difference and believe there is more than one way **to** have a positive impact.

How do you build trust with clients?

It's about one-on-one relationships. Our clients quickly find out that our talented loan officers are knowledgeable, responsive, and consistently work hard to exceed expectations.

FINALISTS

- Evergreen Home Loans, 1500 Poly Dr., Ste. 107
- Valley Credit Union, various locations

MOVING COMPANY

Montana Muscle Movers

7 years in business

6945 Grand Ave.
(406) 302-5521
montanamusclemovers.com

What makes you stand out from the competition?

We tailor our services to meet the

needs of our customers. We don't simply state an hourly rate and rush clients off the phone. We approach each job with the attention it requires to meet our client's needs.

What brings customers back to your business?

We are completely transparent in our process, from estimates to invoicing you know exactly what to expect and that we stand by our work.

What's something your customers may not know about your business?

We offer interim storage to our clients! Space is limited, but if you need temporary storage, we got you covered!

What makes your business a good place to work?

Attitude is a reflection of leadership; our staff holds themselves and us as business owners to a high standard. We offer flexibility in scheduling and try and meet our staff where they are at, personal development and goal setting are encouraged, and we will help our team accomplish whatever they are willing to work for and tailor a professional goal plan to achieve it. If an employee has their sight set on home ownership, or coaching kids t-ball etc. Whatever it is.

What do you enjoy most about having your business in this community?

Billings is a fantastic community who all support one another. We love knowing and working alongside other businesses who are striving to make this a great place to live!

What can customers expect when they walk through your doors?

Well customers do not walk through our doors, but we do walk into theirs! When WE walk through your doors to perform a move you can expect a professional, friendly service team who will do a thorough job prepping your space for moving and then executing the move in the most efficient manner without compromising safety or damages.

What does it mean to be voted Best of the Best?

That we are recognized as a leader in our industry within this community; being measured and winning against our local peers is a high honor.

What are you most proud of?

How we have grown as an organization and adapted to every challenge that has been thrown our way thus far.

What's your secret to good customer service?

Anticipating your customer's needs, those expressed and unforeseen, and then exceeding them.

What are some of the things you do to give back to the community?

We are committed to giving back a portion of profits. Some seasons are smaller donations than others as funds allow, but we are dedicated to supporting the community that supports us. We just finished our "Adopt a Teacher" initiative where we randomly select local teachers and purchase all the supplies on their classroom amazon wish list until the budget's gone. We also just dropped off our annual donation basket for the silent auction supporting Dog Tag Buddies; a local nonprofit who supports vets. Our motto when it comes to philanthropy is; if we can, we will!

How do you build trust with customers?

Exceeding expectations at every interaction over a period of time. We do what we say we are going to do, and if it isn't something we can do we let you know that too. Setting clear expectations for both parties is how you gain that trust.

What makes your business popular?

We make a hard and stressful life event easier to manage, most find that our crew makes them laugh and put them at ease; their once dreaded move turned out to be a fun experience.

Fun fact about your business?

We are a female owned business!

FINALISTS

- Aaron's Back Company, 6917 King Ave. W.
- Two Men and a Truck, 1375 4th Ave. N., Ste. F

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Transmissions • Environmental Remediation • Quality Parts

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FINALISTS

- Aaron's Back Company, 6917 King Ave. W.
- Two Men and a Truck, 1375 4th Ave. N., Ste. F

PET BOARDING FACILITY

Bark Park

3 years in business
1215 Monad Rd., Ste. A
(406) 894-2275
barkparkmt.com



What makes you stand out from the competition?

We have 2,000 square feet of fully turfed outdoor space for all the dogs to enjoy every day. We also have 5,000 square feet of climate controlled indoor space we use to escape our very unpredictable Montana weather. We are a very controlled and very structured daycare. Dogs attend our facility to play, but more importantly to learn.

What brings customers back to your business?

The level of service and care that we provide. Pet owners experience this firsthand and it's very clear that each dog walking through our door is happy and wants to be here. There is no faking that.

What's something your customers may not know about your business?

Bark Park is Native American owned and operated. I, Rusty, am an enrolled member of the Northern Cheyenne Tribe.

What makes your business a good place to work?

The whole environment we've created is just very positive and healthy. I have a close relationship with each employee and treat them as I would family. I want my staff to feel like they can count on me inside and outside of work if needed.

What do you enjoy most about having your business in this community?

The Billings community itself, and more specifically, the dog loving community of Billings is amazing. Everyone expresses so much support it makes it very easy to continue working so hard at what we do.

What can customers expect when they walk through your doors?

You can expect to meet someone who will truly care for your dog as if it is their own. We make it a point to share as many details as we can about your dog's day with us. Even the small things.

What does it mean to be voted Best of the Best?

It means more than you can imagine. To have people support and believe in our vision for Bark Park helps push us to improve every single day. I can't even explain how much it means to me personally and to my employees who share my vision.

What are you most proud of?

Our staff 100%. It can be very exhausting working with animals, but they have done a great job handling any and all tasks they are given. I could not do it without them.

What's your secret to good customer service?

Honestly, just being a genuinely good person. We have great relationships with not just the dogs, but also each pet parent. We truly are a pack. My mother raised me to be kind to others and help when I can. I live by that and have been blessed enough to have employees who share those qualities.

What are some of the things you do to give back to the community?

We've been fortunate enough to make small contributions to local businesses in town. We have plans to get involved with more community events soon.

How do you build trust with customers?

By being very honest and transparent. That combined with our level of experience helps assure our pet parents that their fur kids are in the best hands.

What makes your business popular?

The dogs love it here.

Fun fact about your business?

Our logo is a real dog. Her name is Pepper and she comes to daycare about twice a week.

FINALISTS

- Big Sky Pet Resort, 2922 Millennium Cir.
- Paws & Claws, 3206 Conrad Rd.

PLUMBING SERVICE

4H Plumbing Heating & Cooling

6 years in business
455 Moore Ln., Ste. 3
(406) 839-2010
4hplumbingmt.com

What makes you stand out from the competition?

We are dedicated to service plumbing, heating, and cooling work only. We do not do any new construction. Because we are solely focused on service work, our staff is extremely experienced in this area of the field. This allows us to fix problems and find solutions that other companies in the area can't due to lack of first-hand experience.

What brings customers back to your business?

Our goal for every customer, new or old, is to make them repeat customers by applying our wealth of knowledge to their issue and solving it with a long-term solution. We are very proud of how many customers we have that have used our services more than once and we will continue to strive to make every customer that calls us a customer for life.

What's something your customers may not know about your business?

Our business is very family based.

Everything down to the logo of the company stems from family in one way or another, to the point that every one of our employees knows the others' wives, children, etc. This is one of the reasons that 4H Plumbing is such an amazing experience all around, from the customers to the employees. This connection to family creates a base that makes the whole experience seem deeper than just running a business.

What makes your business a good place to work?

Our morale among our employees is strengthened by the fact that everybody respects one another, and our employees work together to help each other get all work scheduled for the day completed. We work towards creating an atmosphere where it's fun to come to work, and where good work is rewarded with several kickbacks from the business.

What do you enjoy most about having your business in this community?

We, as the owners of 4H Plumbing, Heating and Cooling, were born and raised in Billings, Montana, and have always felt that the community here is very tight knit. It's amazing to live in a place where it seems as though everybody cares about one another, and we are glad to be apart of something that seems to matter.

What can customers expect when they walk through your doors?

Our customers can expect not only an amazing depth and wealth of knowledge and experience, but also a friendly environment to go with it. We take the time to listen to what our customers are looking for in terms of a solution or project and we don't feel the job is done until the customer is completely happy with the results.

What does it mean to be voted Best of the Best?

To be voted best of the best means to be a part of this community. The Readers' Choice Awards are a good measuring stick to allow us as 4H Plumbing, Heating and Cooling to gauge whether we are having the right impression on the community, and we appreciate all our loyal customers and friends who have helped us achieve this award.

What are you most proud of?

We are most proud of our legacy when it comes to this community. It's not just about running a business or making money, it's about the customer experience and the impression you leave behind, and we feel like 4H Plumbing works hard to focus on that. We are especially proud of being five-time winners of this category, and we will strive to keep the experience as good as it was the first day we opened the doors.

What's your secret to good customer service?

Communication is the key to good customers service and taking a little extra time to make sure all the details are aligned properly keeps customers happy. We also push to work efficiently and keep our operating costs to a minimum, which allows us to keep the bill at a reasonable level as well, which goes a long way in keeping customers satisfied.

What are some of the things you do to give back to the community?

We love to give back to this community, especially to the future of this community. 4H Plumbing currently sponsors several sports and causes around the area, gives to churches and schools, and we want to continue to build upon that. One area we are currently looking to give to is Relay for Life.

How do you build trust with customers?

We find it very important to be up-front and honest with our customers. Our employees are not salesmen, they are not paid on commission. What this means is that our technicians are not going to walk through your door and try to sell a solution or system to you that you do not need. Because of this, our customers trust us when we discuss their problem, knowing that if we are suggesting a solution, it's because it's the right solution for their problem, not us taking an opportunity to make a profit.

What makes your business popular?

We believe what makes our business popular is the whole environment we created. Everything from the office to the field is built around our customers having a good experience and feeling safe and secure with their plumbing, heating, and cooling systems inside their homes. Our customers know our names, and we know the names of our customers, and because of this we feel we have created a very welcome, inviting experience that encourages all of our customers to not only come back when they need our services again, but also tell their friends and neighbors about us.

Fun fact about your business?

Our business is so built around family that we have a soft serve ice cream machine that is very popular with the employees and their families. We use it to celebrate our employees, their families, birthdays, and so on. Every time we hire a new employee, the fact that there is an ice cream machine in our shop is one of the first things they notice, and it really seems to drive it home to them that our business really is built around family.

FINALISTS

Archie's Plumbing

1 year in business
2905 Montana Ave.
(406) 598-8820
archiesplumbingbillings.com

What makes you stand out from the competition?

At Archie's Plumbing, we pride ourselves on our unwavering commitment to quality and exceptional service. We are not your typical plumbing contractor; we tackle challenging projects that others often avoid, whether it's a trailer home or an industrial site. Our dedication to excellence and versatility sets us apart, ensuring that we meet the diverse needs of our community with confidence and skill.

What brings customers back to your business?

At Archie's Plumbing, customer service is the foundation of our business. As a young company, we prioritize building trust and satisfaction with every interaction, always putting our customers' needs first. Our motto, "#1 Plumber's in the #2 Business," reflects our commitment to excellence. We take pride in delivering reliable solutions and fostering lasting relationships in our community. Your satisfaction is our mission, and we strive to exceed your expectations every step of the way.

What's something your customers may not know about your business?

Archie's Plumbing is dedicated to giving back through community



outreach, supporting non-profit organizations, and sponsoring initiatives like school supply drives and programs for at risk youth. We prioritize hiring veterans and young adults reentering society, ensuring they have meaningful opportunities to thrive. Every team member earns a living wage that supports a happy and healthy lifestyle beyond work. We believe that a strong community builds a strong business, and we're proud to contribute to that strength.

What makes your business a good place to work?

We use the newest and best equipment to deliver exceptional service. Our success comes from a collaborative environment where every team member has a voice in their workload and how we operate as a whole. By valuing everyone's input and encouraging contribution to our growth, we foster a workplace where our team feels satisfied, motivated, and proud of the work we do.

What do you enjoy most about having your business in this community?

The community—our customers, local businesses, and associates—are the driving force behind Archie's Plumbing. We take pride in every project we complete, knowing that our work provides homeowners and businesses with peace of mind and security. When our community thrives, we all benefit, and that's what inspires us every day.

What can customers expect when they walk through your doors?

We combine expertise with a friendly experience and a warm smile, making every customer feel valued. Our skilled team, advanced technology, and quick response times ensure reliable service for residential and commercial needs. We work closely with trusted supply houses and engineering groups, guiding you through any questions or concerns. And don't forget Zeus, our 100lb American Bulldog mascot who doubles as shop security, adding a touch of personality to our team. With community recognition, great support, and a personal touch, Archie's Plumbing is more than just a service provider—we're your trusted local plumber.

OTHER FINALIST

- Precision Plumbing, 304 S. 25th St.



TAX PREP SERVICE

Colleen Black & Co CPA's

21 years in business
1925 Central Ave.
(406) 248-1040
cblacktax.com

What makes you stand out from the competition?

As a tax preparation office, we stand out for many of the reasons stated above PLUS we offer the highest quality of service you can get in this region. Many of our preparers are licensed - meaning CPA's or EA's -who can represent you before the IRS if necessary. We like to keep our clients on the "straight and narrow". We don't want our clients getting "love" letters from the IRS any more than they want to get them. It's always best to know the law and report accurate information. There have been occasions that I remind my clients that I have to sign their return too!

What brings customers back to your business?

I think that customers come back to the business because we provide a great service for a fair price. We provide a private setting with personalized individual service to clients It's a funny phenomenon sometimes, once you learn about a client's personal financial information you develop a much deeper relationship with that person and should know about EVERYTHING in their life. We feel like a counselor to clients. I've had big, burly men come into my office and share personal information about their personal relationship and begin crying.... it really is quite a compliment to think that we are trustworthy enough to share so deeply. Much of the time that relationship is enough to come back - it is uncomfortable to share our own financial information with someone else. So, to think of changing is like changing a doctor - Uncomfortable! Many times, we develop friendships with our clients and it is fun to have our clients come back year after year to see how kids have grown and keep up with what is going on in the family.

What's something your customers may not know about your business?

Something that my customers may not know about my business is that I have started to transition out of my business. I'm (Colleen) not going anywhere! I just decided to take my own advice. It is important for any successful business transition to have plenty of "lead time". 12 years is perfect. Given that, I have sold some of my stock in my company to three of my most trusted employees. I am still an owner but will now get help running the business and can look forward to a long and prosperous future for the business. A good thing for customers to know is that we are not changing a thing. We will continue to operate as we have for the past several years.

What makes your business a good place to work?

Colleen Black & Co is a great place to work! It's not only because of the benefit package but because you are seen as a person. Every person matters here. We DO have a generous full benefit package, which Colleen prides herself on. Family is first and time off is encouraged for all employees. Having balance in your life is as important to Colleen as it should be to each employee. It has been said that some employees have been able to use Colleen's personal Florida Condo as a benefit! A part of the package includes some personal extra's like surprise gift cards to places that you like. (Surprise) Specialized and specific gifts are a budgeted line item to help employees "find" that balance.

What do you enjoy most about having your business in this community?

I was fortunate enough to have grown up in Billings. I had an idyllic childhood, went to school, met my husband and landed here. I always thought that I would leave but am so fortunate to still call Billings my home. Billings has become a little "big" town. We can trust our neighbors and love our co-workers and it's okay. We have all the benefits of a big city in Billings with the arts, clubs and social activities that already go on. If we want more, it's easy to hop on a plane and go experience those things in larger communities. Then it's nice to come home to Billings.

What can customers expect when they walk through your doors?

Customers will be greeted with a friendly hello when they walk through my office doors. We have a talented and experienced team of professionals that are available to help them, but above all else, they are nice. Everyone who works here is nice! Weird, huh? We have NO DRAMA in the office - everyone likes and respects each other. There's a good vibe. A client might be surprised when they walk through the doors. The inside of the building looks NOTHING like the outside. There's a kid room- it's a cool place - all painted neat and was done with intention. You've GOT to check it out. The rest of the office is a very comfortable "living room"-type setting. We have a nice warm fire burning during tax

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season. If you make it in on the "right" day, you'll even get a fresh-baked chocolate chip cookie!

What does it mean to be voted Best of the Best?

Oh my goodness - to be voted Best of the Best in my community, by my community residents is such a HUGE compliment. I don't take it lightly. It makes me want to work harder… for my clients, my staff AND the community. This sets the bar high and makes me want to go out and get it again next year! I want to live up to the expectations of the community - I can't even hardly believe it. Thank you - Thank you - Thank you

What are you most proud of?

I am most proud of the fact that I could have started a company that has endured and provided for so many families by providing jobs with the very best benefits around. Secondly, I am proud of the work that my non-profit, DreamPackers, has done for the community of Billings.

What's your secret to good customer service?

I don't think that I have a secret to good customer service. There really is no secret to good customer service in my opinion. It just IS what it IS. Good service IS good service. Period. I don't claim that I am always good at it but I strive to always do better.

What are some of the things you do to give back to the community?

I have a non-profit, DreamPackers, Inc. It was established in 2004 and began with 9 kids who lived at the Women and Family Shelter downtown. We provide personalized back packs to underserved kids who need them. This year we filled more than 150 - happily!

How do you build trust with clients?

Building trust with clients in our industry comes fast because of the type of work we do. Having confidence and training in the current tax law isn't something that you can fake. Offering to do more or know more is an easy way to build trust in clients. I always tell my team that anyone can prepare a tax return from the information provided .. to do it right, however, is optimal. Knowing what is missing is key.

What makes your business popular?

I don't know what makes my business popular. I think that by having a big sign on a busy street helps. Doing good work is our best advertising, though. I didn't even have a sign for the first year that I was in business…. it was still busy.

Fun fact about your business?

We enjoy "Football Friday's" at the office. Colleen hired a psychic, intuitive counselor, medium, to come into the office for a group reading.

FINALISTS

- Beyond The Numbers CPAs, 1004 Lewis Ave.
- Woods Accounting, 1030 S. 24th St. W.

VETERINARY SERVICE

Best Friends Animal Hospital and Urgent Care Center
23 years in business
1530 Popelka Dr.
(406) 255-0500
bfah.net

What makes you stand out from the competition?

We have an empathetic and compassionate team, that excels in providing the best medical care for our patients.

What brings customers back to your business?

Providing excellent client service, and communicating the patient's needs into a treatment plan that is affordable for the client.

What's something your customers may not know about your business?

Being in the medical profession has its highs and lows. We try to appreciate our staff with luncheons and get togethers outside of the business to keep our morale up and support each other.

What makes your business a good place to work?

The family atmosphere, we all look out for each other and have genuine concern for one another.

What do you enjoy most about having your business in this community?

To witness the positive impact for the animals in Billings and the surrounding areas. Emergency services are in high demand, veterinarians close for the day or weekends, and we are proud to assist their clients, in order for those offices and staff to receive time off.

What can customers expect when they walk through your doors?

To provide the BEST possible care for our patients, that includes clear and concise communication with clients. (Treat all animals and people the way we would like to be treated.)

What does it mean to be voted Best of the Best?

We are thankful to be voted the Best of the Best, our staff strive to continually learn and teach new techniques that allow us to provide a higher standard of patient care. Being voted the Best, shows that the community recognizes all of our efforts.

What are you most proud of?

I am most proud of the diverse team that we have, they come from all walks of life with the same goals. To provide the highest level of care, no matter the situation. I would not want to work anywhere else, we have amazing staff!

What's your secret to good customer service?

Treat everyone the way you would want to be treated. Validate concerns, communicate clearly and provide a treatment plan that is tangible for the family and improves the patient's life.

What are some of the things you do to give back to the community?

We have helped raise funds for Inside Voice. Donated to aid in High School Baseball programs, Independent Elementary PTA, and the Women's Wellness event.

How do you build trust with customers?

By being honest and explaining the situations, treatments, and recommendations. Not every situation is a cookie cutter design, we provide the information for our clients to make a rational decision regarding their pet's care.

What makes your business popular?

Currently only one other emergency hospital in Billings, our community is in definite need of urgent care.

Fun fact about your business?

Our doctors have treated a piranha and an alligator!

FINALISTS

- Lockwood Veterinary Services, 3025 Old Hardin Rd.
- The Animal Hospital of Billings, 1414 10th St. W.



BIKE SHOP

The Spoke Shop

51 years in business
1910 Broadwater Ave.
(406) 656-8342
spokeshop.com

FINALISTS

- SCHEELS, 1121 Shiloh Crossing Blvd.
- The Ski Station, 2132 Grand Ave.

BOAT DEALER

Bretz RV & Marine

57 years in business
2999 Old Hardin Rd.
4800 Grant Creek Rd., Missoula
5200 Harrison Ave., Butte
1608 Industrial Rd., Nampa ID
4180 S. Broadway Ave., Boise ID
24901 E. Appleway Ave. Liberty Lake WA
(406) 248-7481
bretzrv.com



What makes your business a good place to work?

At Bretz RV & Marine, we foster a culture that values growth, collaboration, and a deep commitment to our customers. Our 57-year history is a testament to the dedication and expertise of our team. We invest in our employees through our in-house Tech School, ensuring they have the skills to provide exceptional service. Our focus on creating memorable outdoor experiences for our customers drives our passion for helping people get back on the road or water, no matter what challenges they face.

What do you enjoy most about having your business in this community?

We love being a part of the Billings community and supporting local families and businesses. It's incredibly rewarding to help people create lasting memories through camping and boating adventures. We're proud to have been a reliable source for RV and boat needs for over 57 years.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect to be greeted by friendly and knowledgeable team members dedicated to helping them find their perfect RV or boat. We offer a personalized experience, tailoring our recommendations to individual needs and lifestyles. Our commitment to customer satisfaction extends beyond the sale, as we provide ongoing support and service to ensure our customers have a seamless and enjoyable ownership experience. Whether you're a seasoned adventurer or just starting your outdoor journey, we're here to help you make unforgettable memories.

What are you most proud of?

Bretz RV & Marine has been serving the community for 57 years. We pride ourselves on our exceptional customer service and our commitment to helping people get outdoors. Our 99-cent propane, free dump station, and complimentary overnight stays for service customers are just a few examples of how we go the extra mile to make RVing and boating accessible and enjoyable for everyone.

What's your secret to good customer service?

Our secret to exceptional customer service is our dedicated team and our commitment to ongoing training. We invest in our employees through our in-house Tech School, ensuring they have the knowledge and skills to provide top-notch service. Our company culture fosters a customer-centric mindset, where every employee is empowered to go above and beyond to meet and exceed customer expectations.



FINALISTS

- Montana Wake Co, 3908 1st Ave. S.
- Pierce RV and Marine, 3800 Pierce Pkwy.

CLOTHING STORE – MEN'S

Shipton's Big R

75 years in business

216 N. 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown
1001 N. Center Ave., Hardin
2049 Sugarland Dr., Sheridan, WY
(406) 252-5707
shiptonsbigr.com

What brings customers back to your business?

Fantastic, friendly & knowledgeable customer service! Well-lit, clean and well merchandised stores. Reliable & relevant brands—the best out there! You can only buy Noble Outfitters in our stores (our markets). Inventory is replenished daily in each of our stores. How about … FREE hot & fresh popcorn daily. Also, we service what we sell!

What's something your customers may not know about your business?

We are celebrating 75 years of being in business!

What makes your business a good place to work?

Competitive wages. We pay attention to our employees that achieve and go the extra step. Many benefits including health insurance, employee discounts and paid time off (PTO). Mainly, a very good company culture.

What do you enjoy most about having your business in this community?

Our four markets are Billings, Lewistown, Hardin and Sheridan WY. All of these offer a great quality of life. And we get to enjoy & serve all the fine folks / customers that live in these areas.

What does it mean to be voted Best of the Best?

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

What are you most proud of?

Our 75 years of serving our customers. And to be confident knowing there are also many future years to come serving the ag, farm & ranch communities, plus everyone else.



What are some of the things you do to give back to the community?

We sponsor 7 major rodeos and are proud supporters of 4-H plus much more.

What makes your business popular?

Convenience, brands that you know and trust, and exceptional customer service.

FINALISTS

- Jasons Clothing For Men, 2564 King Ave. W.
- SCHEELS, 1121 Shiloh Crossing Blvd.

CLOTHING STORE – WOMEN'S

Apricot Lane

13 years in business

1603 Grand Ave Ste. 100
(406) 839-9360
instagram.com/apricotlanebillings

What makes you stand out from the competition?

For us, it's all about the customer experience. We love to help and make women feel special no matter what the occasion or budget. Our favorite customers are ones who hate to shop! That way we get to shop for you and fill your room with items you would never try on otherwise. (It helps that we all LOVE to shop!)

What's something your customers may not know about your business?

We do ALL our own buying. Every single item in the store is hand-selected, so we can listen to our customers and carry what works for our specific community. It's a huge advantage for us so we can bring in the trends in ways that work.

What makes your business a good place to work?

We've kept much of the same staff over the years. As the new owner, I worked in the store for 11 years before purchasing the business. We treat one another with love and respect and we really are having as much fun as it looks like when we are goofing off.

What can customers expect when they walk through your doors?

Whatever they want! Some people take their time and browse on their own, and some come in and want us to immediately fill a room with suggestions! We'll let you decide what works best for you, but we are always happy to help. Just don't be surprised when you go in a fitting room and it's full of our favorites and our personal picks for you. Customers are always shocked when they end up with the items we suggested- we have a head start since we try on everything as we get it.

What does it mean to be voted Best of the Best?

It's a huge honor that Billings still supports us after these many years in business. What we do is so rewarding and it really feels like we are making a difference. Feeling good in what you wear and how you present yourself is important.

What are you most proud of?

So many customers refer to us as their "happy place." If they're having a bad day they come to see us, even if they aren't in the mood to buy anything. We're always here with a hug (if you want!) and ready to listen. It's a really special feeling to be that positive energy in someone's life.

What's your secret to good customer service?

Listening. Anything to do with clothes and women is very personal. We strive to find a balance between making our customers comfortable and getting them out of their comfort zone at the same time. It's called retail therapy for a reason- sometimes it's less about the clothes and more about how they make you feel.

What are some of the things you do to give back to the community?

We host fundraising fashion parties where 20% of our sales for the party are donated to an organization. It's a great way to fundraise for school groups and non-profits to raise money and have fun! We do all the work and the organization gets a check! This year we have also given donations of merchandise and gift cards to many local groups- YWCA, United Way, Her Campaign, NOVA, and more.

How do you build trust with customers?

Honesty is a huge part of what we practice. If you don't love how you look in something it will show. We do encourage customers to try something new, but we will always be honest if it's not our favorite. When shopping for

clothes it's so easy to get in your own head. We work hard to remove that aspect of it and when customers trust us, they love to come back and tell us how many compliments they have gotten.

What makes your business popular?

We keep up on fashion AND we get new merchandise almost every day. If you don't come see us often you might miss out. We only get six of one item typically, which our customers love because they won't be wearing the same thing as everyone else.

Fun fact about your business?

Our mascot, Hamlet, is a flying pig! He's the creation of Michelle, our "founder" and original owner. When we have special events, we hand out stickers with Hamlet, and our customers look forward to collecting new ones with the seasons.

FINALISTS

- Neecee's, 1008 Shiloh Crossing Blvd., Ste. 2
- Shipton's Big R, various locations

COWBOY/COWGIRL BOOTS

Al's Bootery & Repair

78 years in business

1820 1st Ave. N.
(406) 245-4827
alsbootery.com

What makes you stand out from the competition?

Al's Bootery & Repair has been outfitting the west with the best since 1946. We have a great selection of Western, work, hunting and hiking boots and casual shoes and we also offer gifts and accessories. Our full-service repair shop will keep your boots and shoes in great shape too!

What brings customers back to your business?

The Al's Bootery reputation for having quality footwear at great prices, our full-service repair shop, and excellent customer service.

What's something your customers may not know about your business?

We purchased the business in June of 2021, from Jim and DeeDee Jussila, who owned it for almost thirty years. Their help and support have been vital and we are so grateful and appreciative for all they've done—and continue to do—to ensure our success.

What makes your business a good place to work?

We are a locally owned and family operated business. Our employees are our family, even when they're not.

What do you enjoy most about having your business in this community?

What we enjoy most about having our business in this community, is the people. We like to take a few minutes to connect with each of our customers, and Billings people are the best! So many of our customers have been shopping at Al's Bootery since they were kids, and it's wonderful to be a part of their memories. Billings is a great, friendly town for tourists as well, and the people we meet here who are traveling through or here on vacation always feel welcome. Billings is a great community to own a business in.

What can customers expect when they walk through your doors?

Customers can expect to be treated like family when they walk into Al's. Our customers are the backbone of our business and we try to extend every courtesy to show our appreciation.

What does it mean to be voted Best of the Best?

We are so humbled and appreciative to have been chosen! It means we're successfully carrying on the Al's Bootery legacy, and that means a great deal to us.

What are you most proud of?

We are most proud of being part of the 78-year, multi-family legacy of Al's Bootery. It's an honor to own and run one of the oldest boot stores in Montana.



What's your secret to good customer service?

Connecting with the customer. Everyone has a story, and we like to take the time to get to know a little bit about our customers and what they are doing in their lives.

What are some of the things you do to give back to the community?

As a sponsor of the Legacy Club Hospitality Room for the annual fundraising banquet, Al's Bootery & Repair works closely with the Montana Pro Rodeo Hall & Wall of Fame to provide scholarships to Montana high school students. We also donate annually to the Road Dogs Toy Run and numerous other community organizations throughout the year.

Fun fact about your business?

We have one of Robert Wadlow's shoes on display. Wadlow, born in Alton, IL in 1918 was the tallest man in the world at 8'11.1". Also Al's Bootery & Repair was voted one of Montana's Great Western Stores in 2017 by the Montana Pro Rodeo Hall & Wall of Fame.

FINALISTS

- Bighorn Boots and Work Warehouse, 1945 Grand Ave.
- Shipton's Big R, various locations

FARM RANCH STORE

Shipton's Big R

75 years in business

216 North 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown MT
1001 N. Center Ave., Hardin MT
2049 Sugarland Dr., Sheridan WY
(406) 652-9118
shiptonsbigr.com

What makes you stand out from the competition?

Our roots—farm, ranch and ag. Many of our brands and products also cross over to other areas of customer lifestyles including clothing, pet lovers, power equipment users and the sportsman. Our brands are second to none including DeWalt, Carhartt, Wrangler, Noble Outfitters, STIHL, Husqvarna, Nutrena, Ruger and Outdoor Revival.

What brings customers back to your business?

Fantastic, friendly & knowledgeable

Thank you for Voting Stella's as
Best Breakfast!



STELLA'S KITCHEN & BAKERY

Stella's Kitchen and Bakery
44 years in business
Clocktower Inn | 2525 1st Ave. North
(406) 248-3060
stellaskitchenandbakery.com



customer service! Well-lit, clean and well merchandised stores. Reliable & relevant brands—the best out there! You can only buy Noble Outfitters in our stores (our markets). Inventory is replenished daily in each of our stores. How about … FREE hot & fresh popcorn daily. Also, we service what we sell!

What's something your customers may not know about your business?

We are celebrating 75 years of being in business!

What makes your business a good place to work?

Competitive wages. We pay attention to our employees that achieve and go the extra step. Many benefits including health insurance, employee discounts and paid time off (PTO). Mainly, a very good company culture.

What can customers expect when they walk through your doors?

Customers can expect to find exactly what they need. We have brands that you trust, exceptional service and well merchandised stores.

What does it mean to be voted Best of the Best?

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

What are you most proud of?

Our 75 years of serving our customers. And to be confident knowing there are also many future years to come serving the ag, farm & ranch communities, plus everyone else.

Fun fact about your business?

We are one of the very few businesses to sell live chicks in the Spring.

FINALISTS

- Tractor Supply Co., 496 Main St.
- Western Ranch Supply, 303 N. 13th St.

FLORIST

Gainan's Midtown Flowers

73 years in business

1603 Grand Ave., Ste. 140
Heights Flowers Garden and Patio
819 Bench Blvd.
(406) 248-5029
gainans.com

What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed

by service that is friendly and prompt. All of our customers are important, and our professional staff is dedicated to making their experience a pleasant one. We try to go the extra mile to make their gift or occasion perfect.

What brings customers back to your business?

Customers return to our business for generations. Their grandma shopped with us, their dad shops with us and now they do too! We try to make it a fun experience to walk around and enjoy our stores from our products to our displays and of course, fresh flowers. We work with each customer on a personal level and help them find exactly what they're looking for. There's nothing we love more than happy satisfied return customers!

What are you most proud of?

We are the most proud of our grandparents for pursuing their dream of opening a flower shop, for instilling their work ethic in us and for believing that we could continue to operate their business with their same values and levels of customer service.

What's your secret to good customer service?

Our secret to good customer service is trying to say YES as often as possible. And instead of telling customers what we can't do, we enjoy giving them suggestions for what we can do. We train our staff on plants, flowers & gifts so they are a resource to our customers. We take the time to work with every customer on a personal level so we can ensure their requests are not only fulfilled but exceeded. We want everyone to feel proud to give a gift or flowers from Gainan's.

What are some of the things you do to give back to the community ?

Gainan's is committed to the Billings community and we believe it is of utmost importance to give back. Each year we donate products to many organizations, groups and individuals in our community. We have a fundraiser card program and partner with organizations such as clubs, schools and teams who sell the cards to raise money for their organizations. Our website also offers a Helping Hands program that is designed to give back. With each order, a customer can choose to have Gainan's donate to one of our participating organizations.

How do you build trust with customers?

Our business is to help our customers "Say It With Flowers"!! We partner with our customers in all the seasons of their lives. We understand fully the importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for 73 years.

Fun fact about your business?

A fun fact is that three generations of Gainan's currently work at our stores.

FINALISTS

- Magic City Floral, 1848 Grand Ave.
- Roots Garden Center, 2147 Poly Dr.

GIFT STORE

Gainan's Midtown Flowers

73 years in business
1603 Grand Ave., Ste. 140
(406) 245-6434
gainans.com

What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt. Because we have been a part of the Billings community for more than 70 years, we treat our customers like our friends and family, and our professional staff are dedicated to making their experience a pleasant one. From gift selection to gift wrap and delivery, we go the extra mile to make each gift perfect.

What brings customers back to your business?

Customers return to our business for generations. Their grandma shopped with us, their dad shops with us, and now they do too! Together, we have celebrated births, weddings, birthdays, anniversaries, holidays, and mourned with our customers. We are honored to be a part of these core memories.

What do you enjoy most about having your business in this community?

We love the Billings community and surrounding communities because we've been serving them for 73 years and they have supported us every step of the way! We love the people we encounter on a daily basis. We love being able to give back to help this community flourish.

What can customers expect when they walk through your doors?

Fresh flowers and plant selections, carefully curated gift items for all occasions, home decor, kitchenware, and





a professional dedicated staff to serve you!

What's your secret to good customer service?

Great customer service starts long before we meet a customer in the shop. Each item is thoughtfully curated and displayed with the customer in mind. Our team is continually trained and educated about our unique collection, so they are able to take time to work with every customer on a personal level ensuring their requests are not only fulfilled but exceeded. We want everyone to feel proud to give a gift or a flower from Gainan's.

What are some of the things you do to give back to the community ?

Gainan's is committed to the Billings community and we believe it is important to give back. Each year we donate products to organizations, groups and individuals in our community. We have a fundraiser card program and partner with organizations such as clubs, schools and teams who sell the cards. Our website also offers a Helping Hands program that is designed to give back. With each order, a customer can choose to have Gainan's donate to one of our participating organizations.

Fun fact about your business?

Gainan's used to sell tropical fish!

FINALISTS

- King's Ace Hardware, various locations
- The Joy of Living, 1524 24th St. W.



HARDWARE STORE

King's Ace Hardware

38 years in business

8 locations across Billings, Lockwood, Laurel, Columbus and Sidney

(406) 656-1446

acehardware.com

What makes you stand out from the competition?

Being part of a hardware co-op like Ace Hardware means that our business is locally owned and locally operated, and yet has the buying power of over 5,000 Ace stores nationwide. Our commitment to training allows us to deliver small store customer service with big store value.

What makes your business a good place to work?

Our focus on helpfulness extends to our customers, to our community, and to each other. And learning to be more helpful helps us to be better people.

What do you enjoy most about having your business in this community?

We enjoy the opportunity to give back to the communities by giving back to our schools, churches, and community organizations both monetarily and with our time and our commitment.

What can customers expect when they walk through your doors?

A friendly smile and a greeting, assistance and good advice, and appreciation for their business.

What does it mean to be voted Best of the Best?

We have been voted the Best of the Best for many years, and the 2024 recognition means that once again our customers recognize the value and convenience that we provide.

What's your secret to good customer service?

Ace is the place with the Helpful Hardware Folks. We try to live by that motto every day.

What are some of the things you do to give back to the community?

Boys and Girls Club of Yellowstone County, Friendship House, Tumbleweed, Optimist Club, Rotary, 4-H and FFA, support of local schools and churches, and many, many more.

How do you build trust with customers?

Being consistently trustworthy and putting the needs of the customer first. And, if we have an issue, we work really hard for a satisfactory resolution.

Fun fact about your business?

Our stores consistently have been recognized by Ace Corporation with their Platinum and Pinnacle awards, signifying commitment to community, to customer service, to a high level of training, and to excellence of overall operation.

FINALISTS

- Billings Hardware, 906 Broadwater Ave.
- Heights Ace Hardware, 1547 Main St.

JEWELRY STORE

Goldsmith Gallery Jewelers

34 years in business
903 Shiloh Crossing Blvd.
(406) 252-3662
goldsmithgalleryjewelers.com

What makes you stand out from the competition?

We have been in the diamond and jewelry business for 34 years. We go directly to Antwerp to select the very best diamonds, cutting out the middleman and giving the value to our customers. We also have the largest selection of Yogo sapphires in the country. We feel like our customers enjoy the Goldsmith Gallery experience when they come into our store.

What brings customers back to your business?

Many of our jewelry consultants have been at our store for over 10 years. They know their customers and they know the jewelry business. Since we also custom-make jewelry, there isn't much we can't do. We have happy customers that have come back over the generations for all their jewelry occasions!

What's something your customers may not know about your business?

Scott Wickham started Goldsmith Gallery Jewelers in a small downtown store in Billings. He custom-made most of the jewelry to start. Since then, we continue custom jewelry but have also added some favorite designer brands like Rolex, Tacori, John Hardy, Fana, Gabriel & Co. FOPE, A. Jaffe and LeVian. Haylie Ann Wickham also has her own brand, the Haylie Ann Collection.

What makes your business a good place to work?

We have a great team! Our owners and managers want everyone to succeed. We do our best to offer incentives, so people stay. As a result, many members of our team have been with us for over 10 years. Scott Wickham's children are carrying on the tradition, as both Haylie and Brayden are helping to run the store now.

What do you enjoy most about having your business in this community?

We love Billings and the surrounding areas. The people in Billings are friendly and welcoming. We enjoy bringing quality jewelry to this community at prices that they can afford. We also like when people stop in just to say hi. Billings is a supportive community, and we are very thankful for the support we've received over the last 34 years. This community has made us who we are!

What can customers expect when they walk through your doors?

Customers can expect the Goldsmith Gallery Experience: a friendly greeting as you walk in, personal customer service, the largest selection of jewelry in the area, custom jewelry, financing options, customer lounge with beverages & TV, and complimentary gift wrap on all items.

What does it mean to be voted Best of the Best?

It's an honor to be voted Best Jewelry Store by Readers' Choice. We are thankful for the votes, but mostly for the customers who support us! We couldn't do it without our customer base & our supportive community.

What are you most proud of?

Currently we are most proud of the fact that our business is truly family owned and operated. We are so excited to have both Haylie and Brayden carrying on the Goldsmith Gallery name and bringing their own ideas to continue our growth for generations to come!

What are some of the things you do to give back to the community?

We donate many pieces of jewelry to local fundraisers for auctions and Heads or Tails events to help them raise money to support our community. We sponsor local youth sports, cancer fundraising events, and handicap accessible facilities. We have done promotions in-store to help raise money for these local fundraising efforts, and matched donations from these promotions. We love getting behind our community to help it thrive!

FINALISTS

- Greenleaf's Jewelry Inc., 312 8th St. W.
- Montague's Jewelers, 2810 2nd Ave. N.

OPTICAL STORE

Bauer & Clausen Optometry

16 years in business
100 Brookshire Blvd.
(406) 656-8886
billingseyedocs.com

What brings customers back to your business?

Patients often tell us how much they appreciate the personalized care they receive during their appointments. We make sure to take the time to make people feel comfortable during the exam, and thoroughly answer any questions or concerns.

What do you enjoy most about having your business in this community?

Billings, including the surrounding region, is a wonderful place to live, work, and raise a family. We are grateful to be able to provide excellent vision care for people in our community.

What does it mean to be voted Best of the Best?

Bauer & Clausen Optometry is deeply honored to have been selected as Best Eye Clinic, Best Optical Store, and Best Optometrist (Dr. Bauer). We are grateful for the trust our patients place in our team.

What's your secret to good customer service?

Everyone at Bauer & Clausen Optometry cares deeply about our patients and their experience with our clinic. We demonstrate this through actively listening to people, providing high quality vision care, and thoroughly answering questions. We also have an expansive optical shop with professional opticians to help people choose a frame with the right style and fit.

What are some of the things you do to give back to the community?

Our practice is proud to offer our annual Health Professions Scholarship to graduating seniors in Yellowstone County who are entering a health profession. We also provide eye exams and glasses to those who are in need through Tumbleweed. In addition, each year our employees nominate and vote on one employee who best represents our Core Values. That individual wins $1,000, of which $500 will go to a local non-profit of his or her choice.

FINALISTS

- Heights Eyecare, 430 Lake Elmo Dr.
- Vision Optical, 1701 Grand Ave.





PET GROOMER

Dee-O-Gee

6 years in business
27 Shiloh Rd., Unit 1
(406) 534-4245
billings.dee-o-gee.com

What brings customers back to your business?

A consistent, friendly environment. Our staff is knowledgeable and friendly, making customers want to come back. We encourage building relationships and getting to know customers and their pets by name.

What do you enjoy most about having your business in this community?

Being able to make relationships with the wonderful people of Billings. We get to see and talk to so many people and their pets that it makes every day a fun day.

What does it mean to be voted Best of the Best?

Dee-O-Gee has been voted Best of the Best for "Best Pet Groomer" for 5+ years. We are SO proud of our staff and very happy to be the hub for the local dog community in the Yellowstone Valley.

What are you most proud of?

I'm most proud of our staff. They continuously go out of their way to make this store what it is.

What's your secret to good customer service?

We truly care about the health and wellbeing of both the pets and their parents. This allows us to really connect and build those relationships that keep our friends coming back.

What are some of the things you do to give back to the community?

We provide donations to multiple local organizations including quite a bit of food and supplies. We also partner with other businesses and non-profits to provide events to help the community.

FINALISTS

- Paws & Claws, 3206 Conrad Rd.
- Paws & Reflect Pet Salon, various locations

PET STORE

Dee-O-Gee

6 years in business
27 Shiloh Rd., Unit 1
(406) 534-4245
billings.dee-o-gee.com

What makes you stand out from the competition?

We are continually asking ourselves "What can we do better? How can we make Dee-O-Gee a place that you want to go to instead of have to go to?"

What brings customers back to your business?

A consistent, friendly environment. Our staff is knowledgeable and friendly, making customers want to come back. We encourage building relationships and getting to know customers and their pets by name.

What can customers expect when they walk through your doors?

A smiling face and a warm greeting! A clean and friendly environment with knowledgeable staff that can help you with any questions you may have.

What does it mean to be voted Best of the Best?

We are SO proud of our staff and very happy to be the hub for the local dog community in the Yellowstone Valley.

What's your secret to good customer service?

We truly care about the health and wellbeing of both the pets and their parents. This allows us to really connect and build those relationships that keep our friends coming back.

How do you build trust with customers?

At Dee-O-Gee, we pride ourselves on vetting and studying every product we offer—making sure they are safe and healthy for your pet, so you don't have to.

FINALISTS

- Shipton's Big R, various locations
- Western Ranch Supply, 303 N. 13th St.

POWER EQUIPMENT STORE

Shipton's Big R

75 years in business
216 North 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown MT
1001 N. Center Ave., Hardin MT
2049 Sugarland Dr., Sheridan WY
(406) 652-9118
shiptonsbigr.com

What makes you stand out from the competition?

Our roots—farm, ranch and ag. Many of our brands and products also cross over to other areas of customer lifestyles including clothing, pet lovers, power equipment users and the sportsman. Our brands are second to none including DeWalt, Carhartt, Wrangler, Noble Outfitters, STIHL, Husqvarna, Nutrena, Ruger and Outdoor Revival.

What makes your business a good place to work?

Competitive wages. We pay attention to our employees that achieve and go the extra step. Many benefits including health insurance, employee discounts and paid time off (PTO). Mainly, a very good company culture.

What do you enjoy most about having your business in this community?

Our four markets are Billings, Lewistown, Hardin and Sheridan WY. All of these offer a great quality of life. And we get to enjoy & serve all the fine folks / customers that live in these areas.

What does it mean to be voted Best of the Best?

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

What are you most proud of?

Our 75 years of serving our customers. And to be confident knowing there are also many future years to come serving the ag, farm & ranch communities, plus everyone else.

What are some of the things you do to give back to the community?

We sponsor 7 major rodeos and are proud supporters of 4-H plus much more.

★★★★ SHOPPING ★★★★

What makes your business popular?
Convenience, brands that you know and trust, and exceptional customer service.

Fun fact about your business?
We are one of the very few businesses to sell live chicks in the Spring.

FINALISTS

- Heights Ace Hardware, 1547 Main St.
- King's Ace Hardware, various locations

SHOE STORE

SCHEELS

122 years in business
1121 Shiloh Crossing Blvd.
(406) 656-9220
scheels.com

FINALISTS

- Bighorn Boots and Work Warehouse, 1945 Grand Ave.
- Shipton's Big R, various locations

SPORTING GOODS STORE

Shipton's Big R

75 years in business
216 North 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown MT
1001 N. Center Ave., Hardin MT
2049 Sugarland Dr., Sheridan WY
(406) 652-9118
shiptonsbigr.com

What brings customers back to your business?
Fantastic, friendly & knowledgeable customer service! Well-lit, clean and well merchandised stores. Reliable & relevant brands—the best out there! You can only buy Noble Outfitters in our stores (our markets). Inventory is replenished daily in each of our stores. How about … FREE hot & fresh popcorn daily. Also, we service what we sell!

What makes your business a good place to work?
Competitive wages. We pay attention to our employees that achieve and go the extra step. Many benefits including health insurance, employee discounts and paid time off (PTO). Mainly, a very good company culture.

What do you enjoy most about having your business in this community?
Our four markets are Billings, Lewistown, Hardin and Sheridan WY. All of these offer a great quality of life. And we get to enjoy & serve all the fine folks / customers that live in these areas.

What can customers expect when they walk through your doors?
Customers can expect to find exactly what they need. We have brands that you trust, exceptional customer service and well merchandised stores.

What does it mean to be voted Best of the Best?
We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

What are you most proud of?
Our 75 years of serving our customers. And to be confident knowing there are also many future years to come serving the ag, farm & ranch communities, plus everyone else.

What are some of the things you do to give back to the community?
We sponsor 7 major rodeos and are proud supporters of 4-H plus much more.

What makes your business popular?
Convenience, brands that you know and trust, and exceptional customer service.

FINALISTS

- SCHEELS, 1121 Shiloh Crossing Blvd.
- The Base Camp, 1730 Grand Ave.



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GREAT TIMES.

501 HILLTOP RD,
BILLINGS, MT 59105

(406) 281-8484
TheVigAleHouse.com

THE VIG
ALEHOUSE & CASINO

CASINO

The Vig — Alehouse & Casino

13 years in business
501 Hilltop Rd.
(406) 281-8484
thevigalehouse.com

What makes you stand out from the competition?
There's certainly no shortage of casino's in Billings, but The Vig offers a full bar, a food menu and exemplary service!

What brings customers back to your business?
The friendly environment and the hot machines! We're not a big joint, but that helps to give us a cozy, homey environment!

What's something your customers may not know about your business?
There are five QR codes placed strategically throughout the premises and locating all five wins you ice cream!

What makes your business a good place to work?
The friendly environment for sure.

What do you enjoy most about having your business in this community?
The Heights is a terrific part of a terrific city and we're grateful that we have so many loyal regulars!

What can customers expect when they walk through your doors?
The ceiling!

What does it mean to be voted Best of the Best?
Three years in a row! I hope it means we're doing something right!

What are you most proud of?
Forgive the repetition, but being voted Best Casino three years is something we're very proud of!

What's your secret to good customer service?
Anticipating and meeting needs before the guest asks!

What are some of the things you do to give back to the community?
We've held a number of raffles, auctions and charity events over the years and we hope to help more! And we're a proud sponsor of Skyview High School sports!

How do you build trust with customers?
If we poison them, we always give them the antidote!



What makes your business popular?
The friendly environment makes every new guest a regular!

Fun fact about your business?
At night The Vig is haunted by the ghost of TVs Bill Bixby!

FINALISTS

- Play Inn Restaurant and Casino, 1422 Main St.
- The Sapphire Lounge and Casino, 4010 Montana Sapphire Dr.

GOLF COURSE

Eaglerock Golf Course

21 years in business
5624 Larimer Ln.
(406) 655-4445
eaglerockgolfcourse.com

What makes you stand out from the competition?
We pay great attention to our course conditions. We are hands-on owners who care about our guest's experience.

What brings customers back to your business?
The course has a fun and challenging layout. Also, we are a public course and it is well maintained.

What's something your customers may not know about your business?
We are a family run golf course. We have been in business now 21 years. We are also a Harvest host site for people who want to come stay and play golf.

What makes your business a good place to work?
We have had long-term employees that have worked for us 10 years plus. I hope our staff would say we are fair and generous. With a seasonal business it makes it difficult but free golf is a great perk.

What do you enjoy most about having your business in this community?
Eaglerock has created many jobs, raised lots of dollars for charity events, given many donations and hosted many high school tournaments the last 20 years. We have created a beautiful golf course for the community to enjoy and plan to build beautiful housing developments around it.

What can customers expect when they walk through your doors?
A warm welcome and good customer service.

What does it mean to be voted Best of the Best?
We try hard to provide the best for our guests. We are grateful for the vote from the community! We will keep working hard for our community to be the best!

What are you most proud of?
The legacy that will be left for the community and the family dedication that made it possible.

What's your secret to good customer service?
Caring about the customer.

What are some of the things you do to give back to the community?
We give out many rounds of golf to charity events, hold many high school golf tournaments, state and divisional tournaments. Also we host golf tournaments that help raise thousands of dollars for different charities.

How do you build trust with customers?
Just do the right thing.

FINALISTS

- Billings Par 3, 19 S. 19th St. W.
- Pryor Creek Golf Club, 1292 Pryor Creek Rd.

LIVE ENTERTAINMENT

The Pub Station

10 years in business
2502 1st Ave. N.
(406) 894-2020
thepubstation.com

FINALISTS

- Alberta Bair Theater, 2801 3rd Ave. N.
- MetraPark—First Interstate Arena, 308 6th Ave. N.

MARTIAL ARTS SCHOOL

SK Martial Arts / Gracie Jiu-Jitsu Billings

9 years in business
777 15th St. W.
(406) 696-8021
graciejiujitsubillings.com

FINALISTS

- Martial Arts Academy of Billings, 528 Lake Elmo Dr.
- Park's Martial Arts, 1920 Central Ave.

CATS OR GRIZ

Montana State University Bobcats

131 years in business
#1 Bobcat Cir., Bozeman
(406) 994-2287
msubobcats.com

FINALISTS

- Griz, 32 Campus Dr., Missoula

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At MasterLube, our teams work hard to build loyal relationships in our community through friendly, honest service. We often hear how much people appreciate the free ice cream... but we know more importantly that everyone wants to be treated with dignity and respect, they want us to carry their preferred brand of oil, and they don't want to feel like we are "hawking" things on them. We judge our success by how soon you come back, not by how much you buy. It is an honor to receive this recognition again this year, it doesn't happen by accident. We work hard at it, we train hard also, and we take this as a sign that we are doing a pretty good job!

MasterLUBE.com