

2024 THE BEST OF BILLINGS NOMINATION GUIDE

WHO WILL BE
THE BEST?



READERS' CHOICE
the **BEST of BILLINGS**
BILLINGS GAZETTE

NOMINATIONS
JUNE 10TH -
JUNE 27TH

2024

®



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★★★★★ READERS' CHOICE NOMINATIONS 2024 ★★★★★



Readers Choice is a
special advertising section of
The Billings Gazette

Billings Gazette

President
Dave Worstell
Access Readers' Choice at
www.billingsgazette.com/special-section

READERS' CHOICE 2024 NOMINATIONS ARE LIVE THROUGH JUNE

IT'S TIME TO NOMINATE YOUR FAVORITE
LOCAL BUSINESSES, PEOPLE AND ACTIVITIES
FOR THE 2024 BILLINGS GAZETTE READERS'
CHOICE AWARDS.

Go to go.billingsgazette.com/RC24
now through Thursday, June 27 to nominate your favorites.
Registered users may nominate once per day. The Billings Gazette
will tally the results, and the top 5 nominees in each category will
move on to the official Readers' Choice ballot.

Voting will be open
Monday, July 29 through Sunday, August 18
on go.billingsgazette.com/rc24.
Registered users may vote in each category once per day.
The 2024 Readers' Choice winners will be announced in a
special publication on Sunday, October 20 in The Billings Gazette.

Access to Readers' Choice
nominations guide and winner's guide:
www.billingsgazette.com/special-section
GO. BILLINGSGAZETTE.COM/RC24

KEY DATES

Nominations: June 10 - June 27
Voting: July 29 - August 18
Winners Announced: Sunday, October 20
GO. BILLINGSGAZETTE.COM/RC24

★★★★★ **GO. BILLINGSGAZETTE.COM/RC24** ★★★★★

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★★★★★ READERS' CHOICE NOMINATIONS 2024 ★★★★★

AUTOMOTIVE

- Best Automotive Services
- Best Car Dealer - New
- Best Car Dealer - Pre-Owned
- Best Car Wash
- Best Oil Change
- Best RV Dealer
- Best Tire Store
- Best Towing & Recovery
- Beauty & Fitness
- Best Day Spa
- Best Fitness Gym
- Best Hair Salon
- Best Tanning Salon

CUSTOMER SERVICE

- Best Customer Service - Automotive
- Best Customer Service - Finance & Professional
- Best Customer Service - Home & Commercial Services
- Best Customer Service - Medical
- Best Customer Service - Restaurant
- Best Customer Service - Retail

EATING & DRINKING

- Best All Around Restaurant
- Best Bakery
- Best Barbeque
- Best Breakfast
- Best Caterer
- Best Cheeseburger/Hamburger
- Best Chinese Food
- Best Coffee Shop
- Best Doughnuts
- Best Food truck
- Best Fresh Meat/Seafood (Grocer)
- Best Fried Chicken
- Best Ice Cream
- Best International Food
- Best Italian Food
- Best Mexican Food
- Best Micro Brewery
- Best Pizza

- Best Place for a Romantic Dinner
- Best Place for Lunch
- Best Ribs
- Best Seafood
- Best Steak
- Best Sub Sandwich
- Best Thai Food
- Best Wait Staff
- Best Wings

HEALTH & WELLNESS

- Best Cannabis Provider
- Best Chiropractic Practice
- Best Dental Practice
- Best Eye Clinic
- Best Hearing Aid Provider
- Best Medical Spa
- Best OB-GYN Provider
- Best Orthopedic & Sports Medicine
- Best Pharmacy
- Best Physical Therapy & Rehab
- Best Surgery Center
- Best Weight Loss Center

HOME & GARDEN

- Best Carpet Cleaner
- Best Custom Upholstery & Repair
- Best Dry Cleaners
- Best Flooring Store
- Best Garden Center/nursery
- Best Heating & Cooling Provider
- Best Home Furnishing Store
- Best Home Remodel Company
- Best Hot Tub/Spa Center
- Best Kitchen Cabinet Center
- Best Lighting Center
- Best Mattress Store
- Best Paint Store
- Best Real Estate Brokerage
- Best Roofing Company
- Best Rug Store
- Best Vacuum Store
- Best Window & Door Store

LOCAL

- Best Cultural/Arts Center
- Best Hotel
- Best Locally Owned Business (Montana Owned)
- Best Music Venue
- Best Place for a Child's Birthday Party
- Best Place for Family Fun
- Best Place to Get Married
- Best Place to Work
- Best Retirement Community

PEOPLE

- (First/Last Name & Workplace)
- Best Accountant
- Best Attorney
- Best Bartender
- Best Chef
- Best Dentist
- Best Esthetician
- Best Financial Advisor
- Best Insurance Agent
- Best Interior Decorator
- Best Massage Therapist
- Best Mortgage Loan Officer
- Best Nail Technician
- Best Optometrist
- Best Photographer - Children
- Best Photographer - Wedding
- Best Photography - Portrait
- Best Realtor
- Best Tattoo Artist

SERVICES

- Best Bank
- Best Business Promotional Products
- Best Computer Repair Shop
- Best Credit Union
- Best Custom Framing Store
- Best Electrical Contractor
- Best Insurance Company
- Best Mortgage Lender
- Best Moving Company
- Best Pet Boarding Facility

- Best Plumbing Service
- Best Tax Prep Service
- Best Veterinary Service

SHOPPING

- Best Bike Shop
- Best Clothing Store - Men's
- Best Clothing Store - Women's
- Best Cowboy/Cowgirl Boots
- Best Farm Ranch Store
- Best Florist
- Best Gift Store
- Best Hardware Store
- Best Jewelry Store
- Best Optical Store
- Best Pet Groomer
- Best Pet Store
- Best Power Equipment store
- Best Shoe Store
- Best Sporting Goods Store
- Sports & Entertainment
- Best Casino
- Best Golf Course
- Best Live Entertainment
- Best Martial Arts School
- Cats or Griz





Lisa Woods - Woods Accounting

15 years in business
1030 S. 24th St. W.
(406) 969-5394
woodsaccounting.com

What makes you stand out from the competition?

Woods Accounting welcomes each client with a smile and a warm welcome. When you come to Woods Accounting for your accounting needs, we sit down with you and figure out what we can do for you and get to know all your accounting needs. We customize your accounting package to what your business needs. We do payroll and bookkeeping for small and large businesses. We help the client with what they need to help grow their business.

What brings customers back to your business?

Working with our accounting clients is something that is rewarding. We love to work with the client on growing their business. We give suggestions as to what would help with their growing needs and also how to reinvest in their business. Being able to give them the accounting support that the business needs, helps the client grow their business which in turn brings them back to us and they also refer their friends and family for any accounting and tax prep needs.

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

Woods Accounting started in 2008 at my kitchen table. At the time I had 3 year old and a couple years after Woods Accounting started I had my second child. It has grown since then, but we still have some of the original clients that started with us at the kitchen table.

What makes your business a good place to work?

Woods Accounting is a fun place to work. We are able to treat our employees to extra benefits of days off, meals, holiday fun and just work place fun. In the off season, we are able to spend more time with family. Tax season keeps us busy, then we make up for it in the off season.

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

I love to see the businesses grow. This community is an ever growing community. There are a lot of people and businesses moving into the community. It is rewarding to see a business that started from scratch grow and grow. To gain more employees, add locations, and become the business that the owner wanted to see. Being part of that is rewarding and it is wonderful to see

the community grow and more and more businesses open up in the community.

What can customers expect when they walk through your doors?

When a client comes through the door, we greet you with a smile and a warm welcome. We try to know everyone by name and make sure we are helping them with all their needs. Whether they are coming to us for a tax prep meeting or working with us for their accounting needs of bookkeeping or payroll. We love to see each person that comes through and always happy to help.

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

To be voted Best Accountant is such an honor. I have worked for years to grow the clientele that I have. I work one on one with a lot of the businesses and make sure they are getting the services that they need. I set up the services that we provide based on the client's needs. I work with the client to take tasks off their plate that is done in the background of the business so they can work on growing the business and become everything that they envision.

What are you most proud of?

I am proud of where Woods Accounting has come. Starting in 2008 at my kitchen table to the company that it is today, is something that I am super proud of. I have the best family, clients, friends and staff I could ever ask for. They have helped grow the business, supported the business and everything in between. Woods Accounting would not be the company that it is today, without our loyal clients. We are happy to call our clients family as we feel that is exactly what they are. Thank you for your continued support!!

What's your secret to good customer service?

Customer service is one of the most important things when it comes to a business. We try to greet all of our clients with a smile and welcome them by name. We get to know the clients, whether that is through their lives throughout the year for their year-end taxes or through their business so we can help to see their business grow.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

Woods Accounting helps with a number of non-profits within the community. We help with 4-H and at the schools. Giving back where we can and donating services or funds to be able to help with needs of the community is something we love to do.

How do you build trust with clients?

When you are dealing with someone's finances, trust is one of the most important

topics. To be able to help clients with their accounting needs is something we are happy to do. We set up the client to be able to operate and grow their business. We take numerous hours of continuing education to be able to stay up on all the newest accounting trends and any new business credits we can claim for the client. We are in regular contact with the client to stay up on their needs and make sure we are helping with anything that they might need.

What makes your business popular?

Being able to help a variety of clients with their accounting needs is something that we enjoy doing. All businesses have accounting needs. Helping the clients with what they are looking for is rewarding. We will sit down with the client and ask them their needs. Whether that is just payroll, or reconciling the bank account or handling everything for them, we are happy to help. Being available to answer the questions that all business owners have is something we love to do.

Fun fact about your business?

Woods Accounting is a growing business and we try to have fun. We love to decorate for the holidays, and the seasons. The office is always changing with the decor and the fun.



Wow are the heart and soul of our business.

Thank you!

Gainan's
MIDTOWN & HEIGHTS
17th & Grand
810 Bench
406-245-6434
Gainans.com

★★★★★ AUTOMOTIVE ★★★★★

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.

★★★★★ BAKERY ★★★★★

Nothing Bundt Cakes

2 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.



★★★★★ BARTENDER FEMALE ★★★★★

Kacey Joest -
Canyon Creek Brewing
 10 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.



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Seed of Life

7 years in business
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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 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

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?

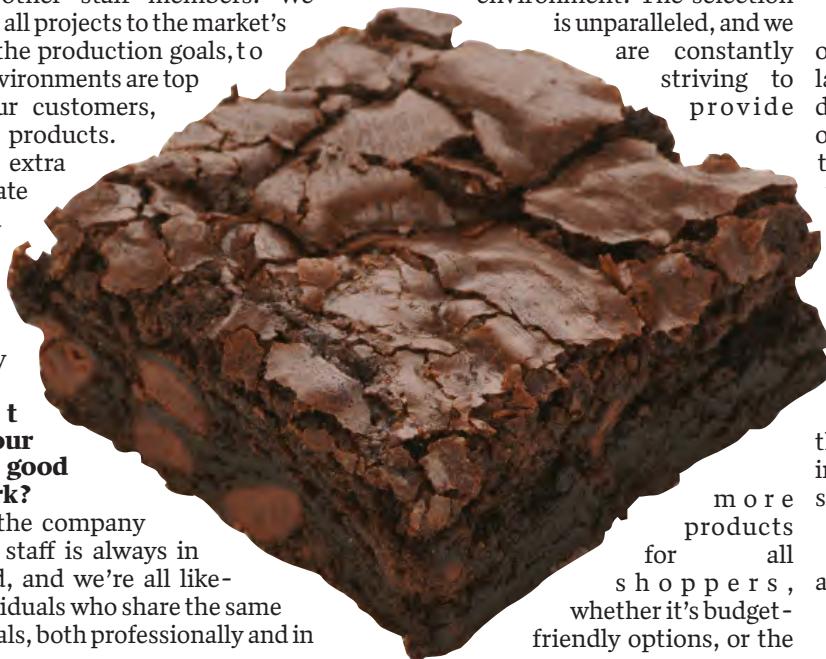
I'm most proud of watching the evolution of the company and its staff over the last 7 years. This started as a super small dream in my basement, and with the help of our amazing team, we've built one of the premier cannabis brands state-wide, with multiple state-of-the-art facilities at scale.

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.



more products for all shoppers, whether it's budget-friendly options, or the

★★★★★ 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 (charity work, donations, etc.)?

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.



CENTRAL WELLNESS

MEDICAL & AESTHETIC

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please nominate us
for reader's choice 2024

Thank you for being the *best* part of our team.



★★★★★ CLOTHING STORE – MEN'S ★★★★★



Shipton's Big R

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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 makes you stand out from the competition?

We have lots of diversity in products and departments, brands that you know and trust. We are locally owned with six store locations, a service center, and everyday low prices.

What makes your business a good place to work?

We have wonderful company culture, good management, exceptional benefits, and employee discounts. We also get to interact with our fantastic customers.

What do you enjoy most about

having your business in this community?

Billings is the best community out there. We are thankful for our customers and residents of Billings and surrounding communities.

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 are always honored to be recognized in the Reader's Choice Awards. We are thankful and appreciative and couldn't do it without the fine customers and people of Billings, Montana.

What are you most proud of?

We are celebrating 75 years of being in business this year.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We sponsor 7 major rodeos and are proud supporters of 4-H plus much more.

Thank You Billings For Making

NOTHING *bundt* CAKES®

Billings Best Bakery
Last Year!



1027 Shiloh Crossing Blvd, Suite 6

M-F 10 am-7 pm

Sat.-Sun. 10 am-6 pm

NOTHING *bundt* CAKES®

We hope you
vote for us
again this year!



★★★★★ DAY SPA ★★★★★

Plush Skincare Studio & Medical Aesthetics
8 years in business
1423 38th St. W., Ste. 1
(406) 839-4103
plushskincarestudio.com

What makes you stand out from the competition?

Plush stands out due to our talented and dynamic team that is able to offer a variety of services. We offer our clients the ability to get all the needed services in one salon. Our team is passionate, supportive and truly wants our clients to receive the best outcomes, and we collaborate to ensure this happens each and every time.

What brings customers back to your business?

Clients love the atmosphere, staff and all of the new services we provide. Our knowledge and ongoing training allows us to offer the latest and most effective treatments.

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

The new Plush has extended hair service to include Skincare, Medical Aesthetics, Hair, Nails, Wellness, Wellness Injections and Weight loss

What makes your business a good place to work?

Plush is a great place to work due to the compassion and support our team has for one another, we are always open and encouraging each other to grow. This has resulted in us having a family dynamic, which has given



us the opportunity to create memories and lasting relationships while growing our skills.

What can customers expect when they walk through your doors?

Plush has created a new exciting and inviting environment. As you walk into Plush, you will be greeted with a smile and a warm welcome. Our wall murals and design will explain it all.

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

It is a privilege to be recognized for the dedication and hard work our team has invested, to offer our community the talents and services we have to offer!

What are you most proud of?

We are most proud of growing! With the love and dedication of our team we were able to reach new goals. It took teamwork to build our new home. We have created a strong family of 19 at Plush. We have overcome obstacles and challenges that made us grow stronger.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

Plush loves to give back to our community! This year we decided to focus on mental health. We were able contribute to multiple charities and active businesses that support these causes.

What makes your business popular?

Plush is known for offering excellent results from treatments, spending the time with our customer and always seeking to go over and above to build trust with our clients.



**Thank you Billings for voting us
Best Hot Tub/Spa Center
23 years in a row!**



**Billings #1
Hot Tub
Store**

We appreciate your business!



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HotSpring Spas**

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★★★★★ DENTAL PRACTICE ★★★★★

Brewer Dental Center

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

What brings customers back to your business?

Patients return to us not only for their emergency dentistry needs but for their routine preventative care because they recognize the experience and 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 customers may not know about your business?

Patients 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 of our staff waits for that day, donates their time, and take 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 was 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 of 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 with a modern, progressive twist.

What can customers 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 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.

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 for each patient 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.



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INTERNATIONAL
FOOD!**

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fresh, healthy, fast,
convenient,
and inexpensive
Brazilian
dining experience.**

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FIVEONBLACK.COM**

**(406) 534-2626
316 S 24th St W, Billings, MT**

★★★★★ DENTIST ★★★★★

**Dr. Benjamin Holloway -
Brewer Dental Center**
16 years in business
2900 Central Ave.
710 Main St.
(406) 656-6100
brewerdentalcenter.com

What makes you stand out from the competition?

We have always followed the philosophy of providing comprehensive care that is convenient and comfortable for our patients. By providing dental care that is catered to each patient, we can develop a treatment plan for each individual that is in their best interest, while allowing them to choose what they want done. Allowing our patients to be part of the treatment planning process means they get to choose the option that best suits their needs and wants.

What brings customers back to your business?

Exceeding expectations. Let's face it, who wants to go to the dentist? It's inconvenient, it costs money, it's uncomfortable, and the list can go on and on. Unfortunately, dentistry is still needed even with all those annoyances. By addressing the troubles of "going to the dentist," we hope to create an environment that exceeds the expectations of our patients and allows them to get the dental care they need while minimizing the disruption in their life. By exceeding their expectations, we hope to create an atmosphere that doesn't make them dread the next time they need to go to the dentist.

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

We have developed a dental model that is intended to provide all dental care needs at BDC. Our doctors have undergone extensive training in order to be confident with the many procedures that are involved in dentistry, such as wisdom tooth extractions, IV sedation, dental implants, root canals, dentures, crown and bridge, etc. We also have an orthodontic specialist and a pediatric clinic in order to provide for those unique dental needs. By providing all facets of dentistry, it makes it easier to communicate treatment between the different specialties which saves time and money for our patients.

What makes your business a good place to work?

At BDC it truly feels like a family. We struggle together and succeed together. I have been privileged to work with such

great people over the many years and we learn and grow from each other. As each individual does their part, it lightens the load for everyone else making it possible to provide the best dental care for our patients. BDC is only what it is today because of the team members who work here!

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

Since I moved here in 2007, my family and I have enjoyed everything there is to offer in Billings, Montana and the surrounding areas. Perhaps the best part about it though, is how friendly and supportive the other businesses have been in the community. This has truly been an awesome place to raise a family with great examples around the community and the feeling that others care about you. It has been an honor and privilege to have a business in Billings, Montana and to be a part of such a supportive community.

What can customers expect when they walk through your doors?

Patients can expect to receive the best dental care possible here at BDC that is truly catered to "Just for You." The front desk team will make you feel warm and welcome when you first arrive while providing a seamless check in process. Don't get too comfortable in the reception area though, as we aim to get you back to the treatment area as soon as you arrive so you can get back to the rest of your day. Time is important to us and we feel it is just as important to our patients.

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

I personally know many of the other dentists here in town, who I admire and believe to be top quality dentists. It is truly a privilege to be voted Best of the Best amongst these accomplished individuals. I am truly thankful for all of the support and votes from our patients here at BDC that have made this possible.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

At Brewer Dental Center, we donate to many of the community causes here in Billings, Montana. But perhaps the most important to me is our "Just for You" event we have been providing for 18 years. This is a free dental day we have been providing for the community in order to give back to those who are truly in need of dental care. We provide a free cleaning, filling, or extraction to each individual who shows up that day, and it has truly been rewarding to see the gratitude of these individuals.

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Best Mexican
Restaurant in Billings

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Billings Familia:
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LOCATIONS

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DOWNTOWN - 17 North 29th St. **259-8930**

HEIGHTS - 1403 Main St. **245-2151**

HAVRE - 335 1st St. **265-1852**

GUAD'S GRILL & GO - 1431 Country Manor Blvd **969-1039**

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★★★★★ COMPUTER REPAIR SHOP ★★★★★

Billings Tech Guys

9 years in business
2341 Broadwater Ave.
(406) 534-9565
billingstechguys.com

What makes you stand out from the competition?

Billings Tech Guys is 100% local. We started over nine years ago focusing on providing superior technical services to the Billings community. We know the community and love helping our clients. We have a well-trained team of technicians that can help you on-site, remotely and in-store for all your tech needs.

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

Customers may not know of all the services we offer. We specialize in Cybersecurity, Business IT Managed Services and Computer Repair, but we have a portfolio of services; custom computers, virus removal, home theater and TV wall mounting, smart home, iPhone repair and drone and 3D tours. Many customers are pleasantly surprised when they walk in the store to see the wide selection of products and brands we carry such as Dell, Microsoft, Samsung, Netgear, Ubiquiti, Google, Ring, Sonos and many more!

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 environment where we are always learning new technology while keeping a light and fun atmosphere. We consider the entire team to be family.

What can customers expect when they walk through your doors?

Just like our team, we treat all our customers as family. When customers walk through the door at Billings Tech Guys, they can expect an employee ready to help them with great knowledge and the utmost care. We find it very important to start every encounter with a smile! We never talk down to clients, and no matter what the problem is, our goal is for the client to leave with a solution.

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

It means the world to our team to be voted Best of the Best the last five years in a row. We strive to be the best with all the services we offer, and our team works hard to achieve it. Being voted Billings Best validates all the hard work our team has put in and are thankful to be part of such

a great community.

What's your secret to good customer service?

First, making sure our employees are happy and that they are excited to come to work sets the atmosphere. When they are excited to come to work, their attitude gets passed along with each customer interaction. When you're having computer issues and frustrated, it helps having a smiling face that is happy to help fix your issue.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

One of the many ways our company gives back to the community is during our "donations for a cause" month. Every January, Billings Tech Guys donates \$1 per recycled or donated electronic device to a local charity. The last few years we were proud to donate to local organizations such as Tumbleweed and Dog Tag Buddies.

What makes your business popular?

Being a local business with a great team, we continually help repeat customers that reach out to us for an issue or upgrade, which then will lead to another service in the future. People enjoy being able to come to one spot for ALL their tech needs. We are very knowledgeable in all areas of technology. We love being able to help our clients!

Fun fact about your business?

We have created a complete cybersecurity division called Galactica Cybersecurity. Our goal is to secure small and medium sized businesses that may not have the resources to do it themselves. We manage the IT security and solutions so you can focus on what's important, your business. Galactica Cybersecurity protects your business with state-of-the-art IT security tools and are always up to date on best practices. Cybercriminals are constantly trying to steal sensitive information or penetrate networks, so it's crucial to stay ahead of them. See more at GetGalactica.com.



★★★★★ FLOORING STORE

Rich's Modern Flooring

50+ years in business

713 Main St.

310 Gallatin Farmers Ave., Belgrade

(406) 388-7955

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 been locally owned from the time we opened to the present day.

What brings customers back to your business?

Honesty, good deals and great service

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

We have been in the same location in Billings for over 50 years.

What can customers expect when they walk through your doors?

The vast selection of product and all the product knowledge we have to offer.

What are you most proud of?

Most proud of all the hard work and

dedication that all the employees and Installers put forth every day to make the customers dream and ideas come to life.

What's your secret to good customer service?

Honesty, hard work and dedication to the end goal of making a smooth and enjoyable experience.

How do you build trust with customers?

We try to get to know them on a one on one basis.



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1001 N. Center Ave., Hardin MT

2049 Sugarland Dr., Sheridan WY

(406) 652-9118

shiptonsbigr.com

your business in this community?

Billings is the best community out there. We are thankful for our customers and residents of Billings and surrounding communities.

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 are always honored to be recognized in the Reader's Choice Awards. We are thankful and appreciative and couldn't do it without the fine customers and people of Billings, Montana.

What are you most proud of?

We are celebrating 75 years of being in business this year.

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.

**Thank you for
Nominating Us!**

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FLOORING**

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So You Don't Have To Be!**

richsflooring.com

★★★★★ GARDEN CENTER/NURSERY ★★★★★

**Gainan's Heights Flowers,
Garden and Patio**
72 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 customer's plants and families grow!

What are some of the things you do to give back to the community (charity work, donations, etc.)?

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."



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★★★★★ HARDWARE ★★★★★ STORE

King's Ace Hardware

36 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?

We stand out for our convenience to every neighborhood in Billings, and the helpfulness of our people. Helpfulness is the common denominator to all three of our wins.

What brings customers back to your business?

Consistently high level of service and a high level of trust in our ability to be the "Helpful Hardware Folks".

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

Our fastener assortment is one of the largest and most complete in the Billings market.

What makes your business a good place to work?

A strong commitment to training, and to giving our people the opportunity to advance in our organization.

What can customers expect when they walk through your doors?

They can expect a large assortment of power tools from industry leaders like Milwaukee and DeWalt, along with a full selection of builder's hardware, and an awesome fastener selection.

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

Another year of recognition by the community for the work we do, and the services we provide.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We work with numerous charities, including the Boys and Girls Clubs of Yellowstone County, Friendship House, and many more with a focus on helping children. We encourage employees to work through service clubs like the Optimists and Rotary to give back to our community.

What makes your business popular?

It's all about our people.





Stuart's
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business and loyalty.
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you and be chosen as
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Serving Montana for more than 50 years



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Central Heating & Air Conditioning

78 years in business

1428 1/2 Grand Ave.

(406) 245-5424

centralheatingandairmt.com

What makes you stand out from the competition?

Our customers are our top priority. We know that equipment can break down at the worst times, whether that be during the heat of summer, or on the coldest night. Our employees do everything possible to ensure our customers are taken care of in a timely and professional manner.

What brings customers back to your business?

The quality employees that we have are the main reason that we have so many return customers. Our employees do everything possible to ensure our customers are taken care of in a timely manner, even if that means staying late or working weekends.

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

We offer several options to improve the indoor air quality of your home.

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

We are so grateful to our customers

that took the time to vote for us. Our employees work very hard to make sure that every customer encounter is a pleasant experience.

What's your secret to good customer service?

Our secret to good customer service is being honest, having integrity, and being respectful of our customer's time and property.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We are participating in our 5th year with the Lennox "Feel The Love" program. This program allows for one deserving community member to receive a free furnace or air conditioner from Lennox. Then the equipment is installed on a Saturday in October totally free of charge by Central Heating & Air Conditioning.

How do you build trust with customers?

We build trust with customers by being upfront with pricing, offering member discounts, and performing the work when we say we are going to, for the price that we said we would.

Fun fact about your business?

Employees are treated to an annual all expenses paid snowmobiling trip.

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& KACEY JOEST AS BEST
FEMALE BARTENDER

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Billings Gazette

**"We'd love
your vote
again this
year!"**

Three-mendous!



They Did What?

Billings, MT

The Kirkness Roofing team was once again voted the best roofing contractor in Billings by the Billings Gazette readers. This is the third straight year that the people of Billings resoundingly voted Kirkness Roofing as their favorite roofer, it's a testament to the hard work of the Kirkness team to once again come out on top. Cybil Carney, the owner of Kirkness Roofing stated, "Being voted the best, is an amazing accomplishment with all the

roofers to choose from in Billings, it's a great feeling to know that the people of Billings feel this way about our company, and we appreciate it." The general manager said "This is a great reward for all the efforts of our team, it's nice to get this kind of positive feed back from our community. It's also a challenge for us to continue to do more and get four in a row." "Thank you, Billings, for your support."

Who knows what next year will bring, but we can be sure the competition will be tough for the title next year.



The Rest of the Team

Billings, MT

The unprecedented three peat by the Kirkness Roofing team as the best roofing contractor in Billings was a culmination of outstanding efforts from the entire Kirkness Roofing team. Bonnie "Boonie" Hill was a key contributor, fielding 88% of the calls coming in, while not on break, answering numerous customer questions, while not on her phone, still kept up on ordering materials, when not in the ladies room, and supported her teammates well, when not at lunch. Robert "The little tortilla boy" Espinosa, a late addition to the team, has led the team in assists and breakfasts this year and looks to become a driving force in the years to come. The old Dog Alex Gutierrez, a long-term member of the Kirkness team, continued his competent and skillful play to be a driving factor for this group's race to the title.

"Steady" Carter Garsjoc started the season as the leading scorer, however, could not hold off a late season run and was taken over by "Smooth Talkin" Mason Price who ended up leading the team in scoring. Both Mason and Carter will need to be on point next season, as "The Rookie" Zac Carney will likely be called up after 3 years in the minors, to compete for a spot on the team in the summer of 2024.

The Kirkness team, led by Cybil "The Little Girl in the Office" Carney and her masterful coaching and leadership, produced fantastic results in the run to the 2023 title of Billings Best Roofing Contractor.

This writer looks forward to seeing if this team will compete for next year's title and what changes could come about during the next season. One thing is for sure, they won't be taking it easy hoping to coast to another best of victory.

★★★★★ HOT TUB/SPA CENTER ★★★★★

Montana Hot Spring Spas

46 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 over 45 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 a wellness product 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 (charity work, donations, etc.)?

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 23 years in a row, ever since The Billings Gazette initiated the Reader's Choice Awards. We are very grateful for our customers!

Thank you
for
Nominating
Us!



2021 WINNER



2022 WINNER



2023 WINNER



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2511 Montana Ave. | Billings, MT 59101 | 406.294.5300
www.mannbillings.com

★★★★★ HOTEL ★★★★★

Hilton Garden Inn- Billings

15 years in business
2465 Grant Rd.
(406) 655-8800
billings.hgi.com

What makes you stand out from the competition?

With being so much more than just a hotel, we are also a venue for corporate meetings, trainings, family gatherings, weddings and celebrations. We have a fabulous food and beverage team and our whole staff will treat you like family the minute you walk through our doors.

What brings customers back to your business?

Consistent service that comes with a warm welcome each stay. We treat our guests like family because during their stays, we are their home away from home.

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

We have a cook to order menu for breakfast along with dinner and bar service 7 days a week that is open to the public.

What makes your business a good place to work?

We have such a fun working environment that our employees look forward to coming to work and seeing their coworkers. We celebrate each other's lives and push to watch each other succeed together.

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

The connections that you make locally that support the growth and success of each other's businesses – whether that be by staffing suggestions or word of mouth references to potential customers.

What can customers expect when they walk through your doors?

Consistent customer service, clean rooms and a welcoming atmosphere that they can count on during each stay. We provide top notch service that our guests can rely on during each stay or hosted event.

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

To be voted the Best of the Best means that we have raised the bar of service that we provide and that it made us stand out from our competitors.

What are you most proud of?

The people who make up our team, because of them and their endless efforts to serve our community and guests, they are the reason why we have been voted the best hotel for 3 years in a row.



What's your secret to good customer service?

To be compassionate and empathetic. We never know what a guest has endured before they enter our doors, so we strive to make sure that each stay is the perfect accommodation for each guest and their circumstance for traveling to Billings.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

Our hotel is a proud supporter of the Special Olympics and each year we have employees who volunteer at the city track and field meet, golf and basketball events.

How do you build trust with customers?

By providing consistent service that they are able to rely on.

What makes your business popular?

We have a beautiful property that is located in the heart of the west end. We went through a gorgeous remodel and we provide spacious rooms with the amenities that our guests need to have the most perfect stay.

Fun fact about your business?

Outside of our daily breakfast and dinner menus, our Executive Chef and his team make some of the most delicious daily specials for those who dine in with us.

Thank You For Voting Us Best Computer Repair Shop 5 Years In A Row!



Your Local Technology Specialists!



406-534-9565
2341 Broadwater Ave., Billings, MT
www.BillingsTechGuys.com

★★★★★ ICE CREAM ★★★★★

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

What makes you stand out from the competition?

Our Old Fashioned Soda Fountain allows our guests to walk right in to "The Good Ole Days". It takes you back in time where you can get your ice cream as an old fashioned ice cream soda, a milkshake or malt, or the best sundae you could lay your "lips" on. The best part is you can bring the whole family, play some board games while you're having ice cream, or visit our beautiful candy store right next door.

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

The biggest thing that I think people don't realize it that we are a locally owned business. We are not



part of a franchise and the only Candy Town USA is right here in Billings, MT

What makes your business a good place to work?

The best thing about working at Candy Town is seeing faces light up with excitement when they walk in the door for the first time.

Other than that we just have a great team and we like to have fun and meet new people.

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

I absolutely love this community. We really do have the most gracious and giving people in our city. I love that we know so many of our customers by name, and that we have formed bonds and friendships with them.

What can customers expect when they walk through your doors?

Customers can expect the sweet smell of fresh waffle cones, or candy being made. They can expect to find the best and largest assortment of treats in Montana, and they can expect to just have a great time while they are here.

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

It means everything to be voted Best of the Best. We work hard to do the best job possible and it is so nice to see that our

hard work pays off.

What are you most proud of?

I have two things that I am so proud of. First, I am so proud of my team. I have the best employees I could ever ask for and I don't know how I got so lucky. Second, I am very proud of our new store. It has been fun to build and design, and then see it come to life. So Much Fun!!!

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We always try to do as much for our community as possible. We try to sponsor kids from our local schools, we donate to several different organizations, and most recently, we have been working to raise money for Tumbleweed.

What makes your business popular?

I think the most popular thing about Candy Town USA is that it is just a fun place to bring the whole family and try 100's of different kinds of candy and get ice cream and milk shakes. It's an experience and we try to make it as fun as possible.

Your premier dental choice for the entire family.



- Cleanings & Exams
- Orthodontics
- Implants
- Sedation Dentistry
- And More!



Thank You Billings!

For voting us

"Best Dental Practice"

12 years in a row!



bdc
Brewer Dental Center



406.656.6100



brewerdentalcenter.com

★★★★★ INTERNATIONAL FOOD

Five on Black

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

What makes you stand out from the competition?

We offer something different and fresh. Our food is a unique take on Brazilian flavors that are made from scratch daily. We make it simple! We have a street food vibe and feel with an impressive flavor profile. We offer a gluten and dairy free menu that is bursting with flavors.

What brings customers back to your business?

We genuinely love our guests. We really try to make everyone leave with a smile on their face.

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

We are a Montana company. We were started in Missoula 10 years ago.

What makes your business a good place to work?

The environment is one that focuses on culture not a bottom line. We live our core values every day inside and outside the workplace.

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

The variety of unique guests that come in. We have people from all around the country that see what we do and want to come and stop in.

What can customers expect when they walk through your doors?

A smile, great food and team that is excited

to connect with them.

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

We love the Billings community and are thankful that our guests appreciate what we do and the way we do it.

What are you most proud of?

We are proud that we have made it. These last couple of years have been tough for so many people. We made a commitment to our staff, guests and each other that we were going to come through all this. It's tough to compete when you're a local small business in a market that wants more chain restaurants. We just came to work every day and worked and it has paid off.

What's your secret to good customer service?

Be genuine and actually care about them. If a mistake is made, make it right.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We have community nights on Tuesday where we give 50% of all bowl sales to the organization represented. If you're interested please reach out. We have sponsored..... wrestling teams, football teams, cross country teams, swim teams, cheer teams, softball leagues, and the list goes on and on.

How do you build trust with customers?

We stay true to who we are and why we do it.

What makes your business popular?

The food, atmosphere, team that works there and is a fun place to be.

Fun fact about your business?

We are coming up on five years in January at this location.



2016 • 2017 • 2018 • 2019 • 2020 • 2021 • 2022

Thank you for nominating us
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again this year!



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

★★★★★ ITALIAN FOOD ★★★★★

Ciao Mambo

13 years in business
2301 Montana Ave.
(406) 325-5100
ciamambo.com

What makes you stand out from the competition?

Made fresh to order. From the beginning I can remember this motto being said amongst tables and very much holds true to our standard. Each component is crafted with fresh ingredients and prepped by hand. It's about the continued heartfelt quality within every dish and giving our Mambo's nod to traditional Italian, even in the mountains of

Montana.

What brings customers back to your business?

It's a mix of many things. Atmosphere, the team, delicious food, the music... I could go on. Over the many years I have heard numerous loves that people express about Ciao Mambo. Whether it be the ooey gooey nachos that are just the perfect amount of different or the cool blend of music that seems to get everyone in just the right mood or finding your favorite server who is always on point. We all have our "favorites". It's truly special if you just so happen to find them all in one place.

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



We encourage vast wine knowledge! Staff wine schools are a fun learning tool to dive deeper into varietals and regions.

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

Being a part of the downtown atmosphere is special. Billings had 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. We are incredibly grateful for our 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 13 years with you. We would not be here without you!

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

Honored and thankful. Those two words hold the truest and purest meaning of what a privilege it is to be recognized by our community.

What are you most proud of?

The team. They are the reason we are such a well-oiled machine. Proud doesn't

even begin to cover the feelings directed toward everyone who has devoted their time and hard work into Ciao Mambo. We have become more than just a workplace but more so, a genuine family.

What makes your business popular?

The experience. We strive to give warm welcomes upon entering and several friendly "see you next times" upon leaving. Robust food with respectful and caring service is always our top priority.

Fun fact about your business?

We have a couple hidden pieces of art work 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.

While you are waiting for a table, I encourage you to try to find these lovely ladies.

If you need a hint: Look UP!

Hilton Garden Inn
Billings, MT

READERS' CHOICE
The Best of Billings
2023

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2465 Grant Rd. Billings, MT 59102 (406) 655-8800

★★★★★ MEDICAL SPA ★★★★★

Central Wellness
Medical & Aesthetic
11 years in business
1420 S. 24th St. W.
(406) 690-2090
centralwellness.com

What makes you stand out from the competition?

Continued education and hands-on training. Listening to our clients and achieving the results they are looking to achieve.

What brings customers back to your business?

We have been in our long awaited new space for a little over a year. We have more treatment rooms, with a dedicated aesthetic side and the same for the wellness area. You can sit in the atrium and have a fabulous cup of coffee. Enjoy the Fall weather and sit out on the patio with your friends for a Botox party. We have private locker rooms for our spa services and a quiet robed relation room to wait for your appointment. We now have a beautiful skin care area. It is just fun to come and hang out.

What makes your business a good place to work?

The staff like each other. They laugh together. They like to do things outside the office together. They come to each other's aid inside the office and out of the office.

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

The people. We meet so many amazing people. Everyone has a story, some need a hug, others need a good laugh, and some just need to cry. We do a lot of those things with our clients.

What can customers expect when they walk through your doors?

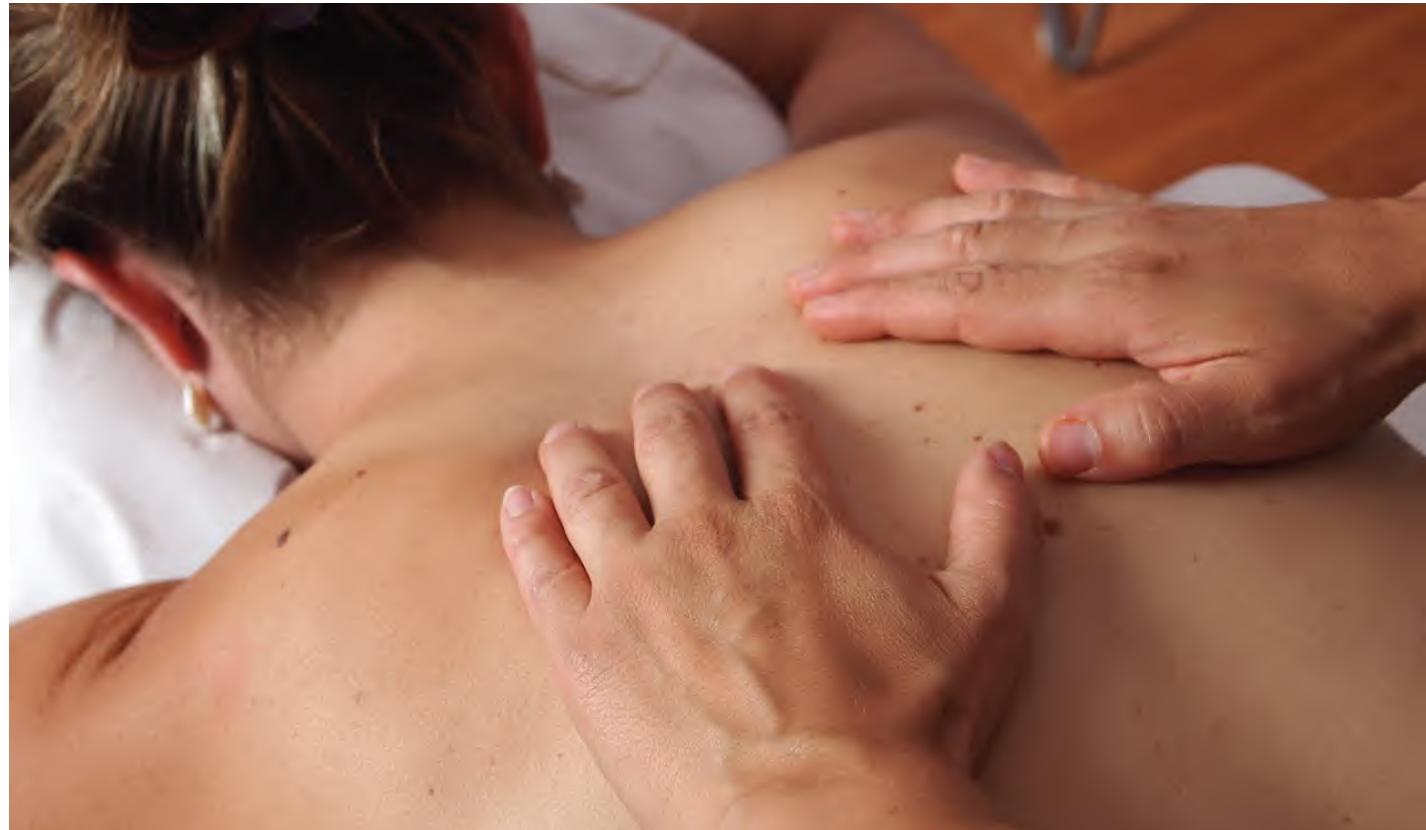
A warm smile, kindness, and genuine caring.

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

We love that our clients want to do this for us. It's so amazing how excited they are to vote for us.

What are you most proud of?

As a team we set a goal to be in our new location in 2022, and we did it. I am so looking forward to our next stretch goal.



What's your secret to good customer service?

We pride ourselves on getting to know our customers well enough to greet them by name. Our staff love our clients. They look at the schedule for the day and are so excited to see who is coming into the office. They know their kids' names and pet's names. They know trips they have been on and the things going on in their lives. They genuinely care.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We do a lot in the community as a business and personally, but you will never see Central Wellness or myself talk about it. I truly believe if you blow your own horn for the charity that you give, that is your reward. We donate and give because that is our heart - not a marketing gesture.

How do you build trust with clients?

Honesty



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(406) 281-8431



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nominate us
for Best Pizza
for this year!



★★★★★ MEXICAN FOOD ★★★★★

Guadalajara

28 years in business
1911 King Ave. W, Ste. 6
17 N. 29th St.
403 Main St.
1431 Country Manor Blvd., Ste. 2
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 of our beef recipes. We are luck 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?

We just moved from our location on 1213 Grand Avenue to a new location at 1911 King Ave West, Suite 6. There is a nice patio area out front and an entire wall of TVs covers one of the walls at the bar area inside. We carry all of the NFL games and fans of ours 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 (charity work, donations, etc.)?

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?

We have a fast casual location by the Red Door, Guad's Grill & Go, where we serve our very old family recipe birria to make our quesabirria tacos. They are made of brisket and paired with our consome' (bone broth) for dipping.

★★★★★ MICRO BREWERY ★★★★★

Canyon Creek Brewing

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

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 (charity work, donations, etc.)?

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.

What does it mean to be voted Best



★★★★★ MORTGAGE LENDER ★★★★★

Mann Mortgage

20 years in business
2511 Montana Ave.
(406) 294-5300
billings.mannmortgage.com

What makes you stand out from the competition?

Mann Mortgage is a family-owned company that emphasizes honesty, integrity, and community. Since founding in 1989, we've been committed to helping borrowers find the best loan and fulfill the dream of home ownership. The support and recognition from everyone as prior Reader's Choice Winners is a testament of what we do and makes us stand out. Mann Mortgage was also named as a Best Mortgage Company to work for in the US by Mortgage Professional America in 2023. #1 Top Workplace in Montana by Lee Enterprises, Best Place to Work in 2020 and 2021 by Outside Magazine, and a 2021 Top Mortgage Lender by Scotsman Guide. Mann Mortgage has thrived for more than 30 years because it's the lender people choose after shopping around.

What brings customers back to your business?

Friendly and courteous service while also providing great loan products and knowledge.

Our clients know we work hard in helping them live the American dream of home ownership.

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

It surprises people to know that Mann Mortgage is one of the largest lenders in the state. We are licensed in over 22 states, 55 branch locations and over 500 employees. In a year that many mortgage companies scaled back operations Mann Mortgage has continued to grow. Mann Mortgage Billings was one of the first branches when the company started in 1989.

What makes your business a good place to work?

At Mann Mortgage, an employee is more than a number – they are a person who is treated as a valued team member and empowered to be part of the customer's experience regardless of their job focus. Mann Mortgage is purposeful in creating opportunities to make team members feel like family. Team members are encouraged to provide feedback and ideas, drive efficiency, and recommend changes that improve doing business. We offer rewarding and challenging career opportunities, competitive pay, bonus incentives, a wide array of benefits, and a generous paid time off plan.

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

Although we are a relatively large company,

our focus is at the community level. We are vested in the community we live in and love helping our friends and neighbors with their home lending needs.

What can customers expect when they walk through your doors?

A friendly expert that will take care of their lending needs. We are local and we have a philosophy of providing straight talk to our customers and affiliate partners.

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

It is really an honor. Mann Mortgage has received many awards and it's good to know that our hard work and efforts are recognized in Billings as consecutive winners the past three years.

What are you most proud of?

The employees at Mann Mortgage from the top down. It takes a great staff and support to provide a high level of service to our clients.

What's your secret to good customer service?

We provide a high level of service by listening to our client's needs and then utilizing our knowledge of the mortgage industry to assist them with their needs.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

Revenue generated locally stays in the community. Whether participating on a local board, financially supporting Shriners, Camp Patriot, and other local charitable organizations, we make the conscious decision to support the community.

How do you build trust with clients?

This is accomplished with each client that walks through our doors. Our name and tag line says it all. Mann Mortgage - Tried Trusted Proven!

What makes your business popular?

In addition to offering federal and nationwide lending programs, our licensed home lenders are experts in state and local loan programs too. We take time to get to know each borrower, review their current financial situation, talk about their long-term aspirations, and select the loan program that best helps them achieve their goals.

Fun fact about your business?

Our branch used to be Bob Tomkins Art Gallery. We modified some work spaces, but kept the original brick walls when we renovated. Bob's painting studio is now an office and we love being one of the local businesses located on Montana Avenue. We think it's one of the most vibrant downtown blocks, within a short walk to many craft microbreweries, retail stores and fine restaurants.

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READERS' CHOICE
the **BEST of BILLINGS**
BILLINGS GAZETTE

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MUSCLE MOVERS

Best Moving Company

6945 Grand Ave, Billings MT 59106 | 406-302-5522

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READERS' CHOICE
the **BEST of BILLINGS**
BILLINGS GAZETTE
2023

★★★★★ MOVING COMPANY ★★★★★

Montana Muscle Movers

6 years in business
6945 Grand Ave.
(406) 302-5522
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.

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 (charity work, donations, etc.)?

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.

Fun fact about your business?

We are a female owned business!

★★★★★ PAINT STORE ★★★★★

King's Ace Hardware

36 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?

We stand out because of our experience in the paint market, the quality of our products, and the helpfulness of our people. Helpfulness is the common denominator to all three of our wins.

What brings customers back to your business?

A consistently high level of service and a high level of trust in our ability to be the "Helpful Hardware Folks".

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

Our crew includes a former Benjamin Moore Paint Representative, and an Ace Paint Corporate Customer Service representative.

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

The opportunity to give back to the community by working with numerous

charities and community service organizations.

What can customers expect when they walk through your doors?

They can expect advice and service from associates trained in the technical and the decorative aspects of the paint industry.

What's your secret to good customer service?

Hiring the right people, and then giving them all the training possible to do their job to the best of their ability. When you have the right people in place, they motivate each other to take care of customers at the highest level.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We work with numerous charities, including the Boys and Girls Clubs of Yellowstone County, Friendship House, and many more with a focus on helping children. We encourage employees to work through service clubs like the Optimists and Rotary to give back to our community.

Fun fact about your business?

In August, we celebrated a RE-Grand Opening of Ace in Columbus, and a Grand Opening of a brand new Ace in Sidney.





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Havre, MT
2445 US highway 2 NE

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1716 Crisafulli Drive

Miles City, MT
3204 Comstock St

Fairview, MT
13177 Highway 200

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★★★★★ PIZZA ★★★★★



Carbone's Pizzeria & Pub
 11 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!

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 VOTING US BEST
 ICE CREAM 3
 YEARS IN A ROW!**

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 treat today!**



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1025 Shiloh Crossing Blvd • Billings, MT
 (406) 651-9196
 CandyTownUSA.com

Are you ready to satisfy your sweet tooth?



★★★★★ PET STORE ★★★★★

DEE-O-GEE

5 years in business
27 Shiloh Rd., Unit 1
(406) 534-4245
billings.dee-o-gee.com

What brings customers back to your business?

Relationships and truly caring.

What can customers expect when they walk through your doors?

A smiling face. A pleasurable shopping experience for you and your pet. A well-stocked sales floor (minimal out of stocks). A nice seasonally-appropriate entry table

with current specials and fun ideas to engage your pup.

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 sourcing, vetting and studying every product we offer - making sure they are safe and healthy for your pet, so you don't have to.

★★★★★ PET GROOMER ★★★★★

DEE-O-GEE

5 years in business
27 Shiloh Rd., Unit 1
(406) 534-4245
billings.dee-o-gee.com

What makes you stand out from the competition?

Our staff undergoes continual education on products which allows us to provide tailored guidance on what works best for your pet. We don't sell anything in our store we wouldn't give to our own pets.

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

Being able to be a place pet parents can provide a healthy lifestyle to their pets,

whether they are canine or feline. We love being able to see happy animals who get to live a long and healthy life.

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 4+ 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 some of the things you do to give back to the community (charity work, donations, etc.)?

We provide donations to multiple local organizations including quite a bit of food and supplies. We've also hosted numerous adoption events partnering with local shelters.



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1030 S. 24th St. W, Billings, MT
406-969-5394

★★★★★ PLUMBING SERVICE ★★★★★

4H Plumbing Heating & Cooling

5 years in business
455 Moore Ln., Ste. 3
(406) 839-2010
4hplumbingmt.com

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

Due to 4H Plumbing's high demand for work outside of the Plumbing scope, we have just recently launched a new branch, 4H Management Services. In the process of doing all our normal scope of work, there are times that we may have to cut a hole in sheet rock to access the plumbing, or the plumbing may have damaged other parts of our customers' homes, such as subfloors. When we show up and fix the problem, we get queries into whether we know someone that can help them with these problems, and so we decided to keep with our usual quality of work and provide our customers with the solutions they need by forming this new division so that we can see our projects from beginning to end to guarantee the customer gets exactly what they want.

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 have never been able to win the Readers' Choice award four times in a row! We appreciate and thank every one of our customers for this opportunity and look forward to continuing this amazing relationship with them.

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.

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

To be voted the best means acceptance within the community. 4H Plumbing isn't just a company in the city of Billings, but rather a company that is part of the community. This award really is a sort of depth gauge to know that we are doing everything right, and we appreciate the feedback that we receive from this award.

What are you most proud of?

What 4H Plumbing is most proud of is how fast the community of Billings has accepted us and how that has enabled us to grow quickly to be capable of providing the services this community needs. When 4H Plumbing started just five years ago we never expected this level of growth, acceptance, and establishment within the community. We feel as though it is a badge of pride to be able to accomplish what we have in just these five short years.

What's your secret to good customer service?

The secret to good customer service really is as simple as listening to what the customer wants and following 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

4H Plumbing builds trust with our clients by running a very transparent operation. All our invoices are listed in detail with complete parts breakdowns as well as labor tallies. One of the main reasons 4H Plumbing was created was to put focus on accountability to the customer. It is the customer's money that pays for the work, and they should be allowed to see where every dollar is going in the process of the work. We also give out free estimates if the work goes over a certain price point so that there is no sticker shock in the process of the job. Our customers know exactly what they are getting every time.

What makes your business popular?

4H Plumbing 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.

How do you build trust with clients?



Ciao Mambò®

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Best Italian Food And
Best Wait Staff
Come On In, We're Ready
to Serve You!!



BILLINGS

2301 Montana Avenue, Billings, MT 59101

406.325.5100

★★★★★ PLACE FOR A ROMANTIC DINNER ★★★★★

Bistro Enzo

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

What brings customers back to your business?

Multiple things from consistency of excellent food, service, and atmosphere. We love to help curate special events and occasions for our guests from birthdays, anniversaries, engagements, and any other special moment.

What makes your business a good place to work?

We are a big family with almost 50 employees. The Culinary Team and the Front of the House work really well together and all have the same goal, to provide the absolute best experience for every guest that walks through our doors.

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

We are so blessed to be an iconic business in Billings. We are celebrating our 25th anniversary in this community which is a great accomplishment. One thing I put a lot of thought into was respecting the history of the restaurant when I purchased the business three years ago. We are so thankful for all of the overwhelming support from the Billings community.

What can customers expect when they walk through your doors?

The first thing guests see is our beautiful open kitchen, amazing artwork by Kira Fercho, and very welcoming staff greeting our guests. You also can't miss the wood fired pizza oven from Italy.

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

Like I have said in past years, being someone's favorite is the highest honor we can ever receive and can never be argued. And to win TWO awards this year, we are very honored.

What are you most proud of?

I am most proud of our staff and their commitment to providing the best hospitality and the best quality food.

What's your secret to good customer service?

Attention to detail and unmatched hospitality.

What are some of the things you do to give back to the community (charity)



work, donations, etc.)?

We donate to so many fundraisers every year and give back as much as possible. One of my favorite things we have done is provide meals to our first responders during Covid and after. Delivering meals and showing our support and gratitude to the medical community was very gratifying for us. Executive Chef Alex Bean and I donate several dinners each year for live auctions and are a fun way to give back to the community.

How do you build trust with clients (or patients, customers)?

Focusing on hospitality and great food helps gain and keep loyal guests. A lot of our guests dine with us multiple times a week and we focus on creating long term relationships. I truly believe the way you make people feel is what they will remember the most. Pairing that with the best food is a winning combination.

Fun fact about your business?

We have special events every month including very popular wine dinners featuring different wineries from all over the world. We also have live music every Monday. Follow us on social media for special event announcements.

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★★★★★ ROOFING COMPANY ★★★★★

Kirkness Roofing & Exteriors, Inc.
45 years in business
144 Moore Ln.
(406) 256-1798
kirknessroofing.com

What makes you stand out from the competition?

We have been in business since 1978 and not many companies can say that. It shows that we will be there if a problem occurs and we probably know something about roofing.

What brings customers back to your business?

Customer service. Our goal for every project is to provide the best customer experience we possibly can.

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

We are a family owned business and have been since 1978, although it has been three different families, the owners all have been committed to our customers.

What makes your business a good place to work?

Our team is a family, we are always supportive of each other in both our business and personal lives. We go to different events together outside of work as well as participate in community functions together.

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

The Billings community has long been our home and the people in it are our neighbors and friends. The people make any community and our community is awesome.

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

This is the third time in a row for us so it's kind of surreal. The Billings community has really shown us how much they appreciate the efforts of our team and it makes all of us want to do better for them. It would be easy to sit back and bask in the glory, but each and every one of us is going to put out that much more effort in the future to provide the best customer experience we possibly can.

What are you most proud of?

Our team. All of us are always willing to



go the extra mile for the customer.

What's your secret to good customer service?

Caring more about the customer experience and letting the money take care of itself. Too many contractors put the dollars first and from our point of view that is the wrong way.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We donate to a number of local charities and nonprofits and have been a part of Habitat for Humanity for years.

How do you build trust with customers?

Doing what we say whenever possible, our world isn't perfect, and there are times things are out of our control. We also try to communicate with each customer through every step of the process.

What makes your business popular?

I think its honesty. People know when they are hearing the truth and that is a hard fast rule for us "honesty even if it hurts".

We would appreciate your nomination for Best Plumbing Services category and for Best Heating and Cooling Provider.

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King's Ace Hardware

36 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?

It is because of the quality of our small engine service technicians, the knowledge and experience of our power equipment sales staff, and the helpfulness of our people. Helpfulness is the common denominator to all three of our wins.

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

Our small engine repair staff is Platinum Certified to repair Stihl brand power equipment.

What can customers expect when they walk through your doors?

If they are looking for Outdoor Power Equipment, they will find a wide selection of gas powered and battery powered

electric power equipment backed by factory trained small engine service technicians. We service what we sell!

What are you most proud of?

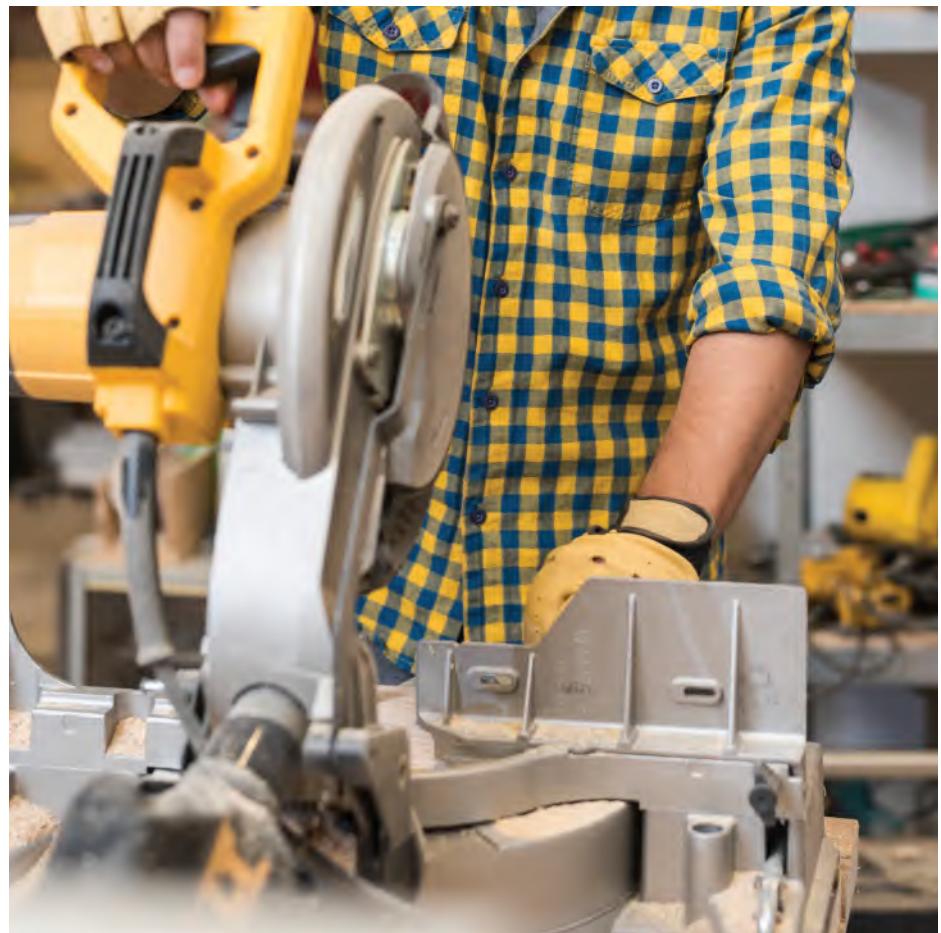
The work we do to give back to the community, and to make Billings a better place to live and work.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We work with numerous charities, including the Boys and Girls Clubs of Yellowstone County, Friendship House, and many more with a focus on helping children. We encourage employees to work through service clubs like the Optimists and Rotary to give back to our community.

How do you build trust with customers?

A consistently high level of customer service over a long period of time. We know that nobody is perfect, so we try hard to rectify mistakes and solve problems to the best of our ability.



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Dr. Benjamin Holloway, DMD

Dr. Russell Homer, DDS

Dr. James Galea, DDS, MSD
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★★★★★ SEAFOOD ★★★★★

Bistro Enzo

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

What brings customers back to your business?

Multiple things from consistency of excellent food, service, and atmosphere. We love to help curate special events and occasions for our guests from birthdays, anniversaries, engagements, and any other special moment.

What makes your business a good place to work?

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How do you build trust with clients (or patients, customers)?

Focusing on hospitality and great food helps gain and keep loyal guests. A lot of our guests dine with us multiple times a week and we focus on creating long term relationships. I truly believe the way you make people feel is what they will remember the most. Pairing that with the best food is a winning combination.

Fun fact about your business?

We have special events every month including very popular wine dinners featuring different wineries from all over the world. We also have live music every Monday. Follow us on social media for special event announcements.

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Billings - 1540 13th Street West
Columbus - 537 Clough Ave S.

Billings - 4170 State Avenue
Laurel - 415 4th S.E.
Lockwood - 678 Johnson Lane
Sidney - 500 N Central Ave

TAX PREP SERVICE ★★★★★

Woods Accounting
15 years in business
1030 S. 24th St. W.
(406) 969-5394
woodsaccounting.com

What makes you stand out from the competition?

We treat all of our tax clients like family. We get to know their lives and what they are doing year to year. When clients come through our front door, we know them by name and are able to greet them with a smile and the knowledge of what they are doing so they are not having to worry about paying a lot of taxes at the end of the year.

What brings customers back to your business?

Our goal is to treat everyone like family. Customer Service is our top priority. When someone comes in for a tax appointment, we greet them with a smile and a warm welcome. We are always happy to help with whatever they need and make sure they are taken care of.

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

Woods Accounting started in 2008 at my kitchen table. At the time I had a 3 year old and a couple years after Woods Accounting started I had my second child. It has grown since then, but we still have some of the original clients that started with us at the kitchen table.

What makes your business a good place to work?

Woods Accounting is a fun place to work. We are able to treat our employees to extra benefits of days off, meals, holiday fun and just work place fun. In the off season, we are able to spend more time with family. Tax season keeps us busy, then we make up for it in the off season.

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

Being able to work with the community for tax prep is extremely rewarding. We get to meet people from all over. So many people have moved into the community and stories of why they moved here are always interesting to hear. We get to know so many new people and we also get to see our long time clients grow. They get married, have kids, buy houses, etc. The community seems big but is also small at the same time. We love to see all of our clients year to year and also get to know so many new people.

What can customers expect when they walk through your doors?

When a client comes through the door, we greet you with a smile and a warm



welcome. We try to know everyone by name and make sure we are helping them with all their needs. Whether they are coming to us for a tax prep meeting or working with us for their accounting needs of bookkeeping or payroll. We love to see each person that comes through and are always happy to help.

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

To win Best Tax Prep Service is a great honor. Since COVID hit us, there have been so many changes in tax prep. There have been lots of law changes, taking safety precautions with COVID and also the numerous changes the government has rolled out mid-year. We are honored that our clients trust us to know the tax laws and continue to support us with their tax prep year after year.

What are you most proud of?

I am proud of where Woods Accounting has come. Starting in 2008 at my kitchen table to the company that it is today, is something that I am super proud of. I have the best family, clients, friends and staff I could ever ask for. They have helped grow the business, supported the business and everything in between. Woods Accounting would not be the company that it is today, without our loyal clients. We are happy to call our clients family as we feel that is exactly what they are. Thank you for your continued support!!

What's your secret to good customer service?

Customer service is one of the most important things when it comes to a business. We try to greet all of our clients with a smile and welcome them by name. We get to know the clients, whether that is through their lives throughout the year for their year-end taxes or through their business so we can help to see their business

How do you build trust with clients?

Building trust with clients comes with time and knowledge. We do hours of continuing education on tax laws each year. With this education we are able to help the clients save money on their end of year taxes. We know what the government is doing and we reach out to the clients to help them. We keep our clients informed with any new tax law changes each year. We are also available year round to help answer questions that might come up outside of tax season.

What makes your business popular?

Taxes is not something that anyone likes to do. We try to make filing taxes as painless as possible and take the stress out of taxes. When you come into Woods Accounting you feel like you are at home. The office has a welcoming vibe and we treat all of our clients like family. Taxes are stressful and we try to make the client feel at ease and help them with whatever their tax situation is.

Fun fact about your business?

Woods Accounting helps with a number of non-profits within the community. We help with 4-H and at the schools. Giving back where we can and donating services or funds to be able to help with needs of the community is something we love to do.



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★★★★★ VACUUM STORE ★★★★★

Stuart's House of Vacuums

53 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...its Wal-Mart, Target and Costco. 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 a year and a half!

What makes your business a good place to work?

We're a family owned and operated business with the exception of one person! Kameron is our only person who isn't family but he might as well be as he's 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 customer 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 are you most proud of?

Because of the support of Billings and our surrounding communities, we are one of the top five single store Riccar vacuum dealers nationwide.

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.

What makes your business popular?

Our dogs, Jager and Bart. Sometimes people stop by just to see them! And for those people, the dogs are off two days a week...Tuesday and Saturday!

Fun fact about your business?

We became a Made in the Shade franchise in February 2022!



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NAPA GOLD Certified Auto Care Center

Voted Best Automotive Center!

Thank you! We would love your vote again this year.

Readers' Choice Multi Year Winner

2071 Rosebud Dr. • Billings • 406.248.4023 • East of Job Service

Yellow background not part of design

★★★★★ WAIT STAFF ★★★★★

Ciao Mambo

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

What makes you stand out from the competition?

Our staff training is all very intentional. From bussers to servers and dish washers to line cooks, everyone goes through their fair share of learning each position. That's the beauty of how Ciao Mambo works. We all know what the other person needs because we too have been in that position.

We are always one step ahead of each other and helping to make each other's next move that much quicker and more efficient. The teamwork is crazy and it really, really shows.

What makes your business a good place to work?

Our People. We know each other all so well. Instead of coworkers, we are friends. The respect goes a long way with everyone and makes for an easy and fun environment to be in. It's laid back while still being passionate about the work we put out.

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 kid's we've seen grow into young adults. It's about keeping those connections alive even outside of Mambo's walls. This makes our small town of Billings so much more of a



blessing than we sometimes realize. A true gem.

What can customers expect when they walk through your doors?

Dim Lights. Flowing wine. Buzzing music. Lively staff.

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

You did it team!! This goes out to all of you! Your hard work is paying off, keep doing what you do and making Ciao Mambo better with every day. Pop the bubbles, Cheers friends!!

What are you most proud of?

Everyone here at Ciao Mambo... With almost 14 years of business, I am beyond thankful for the longevity our staff has and how much we have grown. Many of us have been here for over 5 years and know and care about Ciao Mambo like it is our second home. The amount of pride and love that goes into this restaurant is insane and every bit of work and dedication is owed to our staff.

What's your secret to good customer service?

Work hard and be kind. It really is that simple.

How do you build trust with customers?

Being honest, respectful and more so just kind no matter the situation. Many of our customers have been coming in for years and have seen us flourish and grow, just as we have with them.

From a new face to ones we see weekly, everyone will feel welcomed and at home. We are able to answer any questions with confidence and really gear the experience towards our customer's needs.

Kindness and care go a long way.

★★★★★ WINDOW & DOOR STORE ★★★★★

Win-Dor Industries

37 years in business
1305 4th Ave.
(406) 248-2051
windorindustries.com

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

Given the level of competition in Billings it is an honor just to be nominated so to win is very special and we thank our community for choosing us.

What are some of the things you do to give back to the community (charity work, donations, etc.)?

We have been involved in the St. Jude's home, Homes for Hope, Billings Mustangs games, several little league team sponsors. Win-Dor offers a current military/veteran discount. These are a few of the sponsors we participate in.

What makes your business popular?

I feel like our knowledgeable staff is why we are able to maintain relationships with past customers and their word of mouth keeps Win-Dor relevant and popular in our Industry.

Fun fact about your business?

Win-Dor is a multiple generation family business and we want to continue that tradition moving forward.

What makes you stand out from the competition?

Our service after the sale is what we feel sets us apart.

What brings customers back to your business?

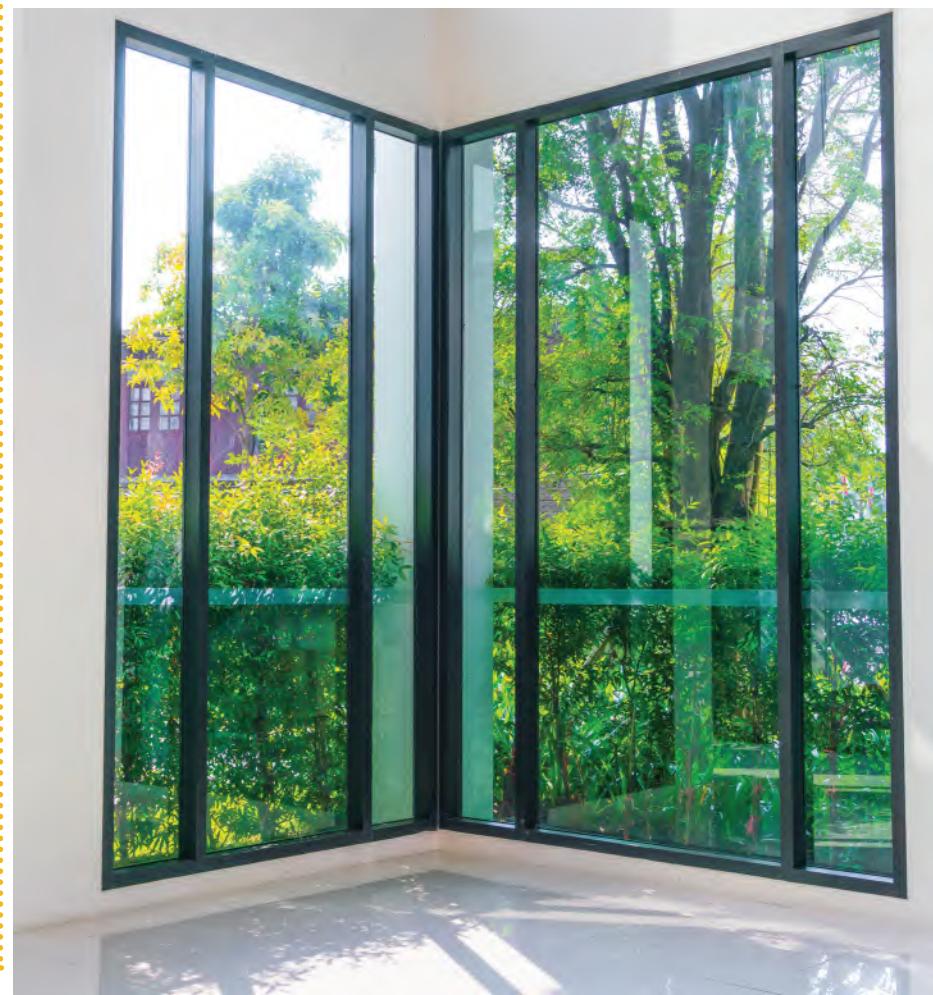
I feel our knowledgeable and friendly staff is why we have a lot of repeat customers.

What makes your business a good place to work?

I feel like our staff enjoys being part of the Win-Dor team and working with new and existing customers.

What can customers expect when they walk through your doors?

We feel like our showroom is one of the best in town and again our knowledgeable staff is always ready to help in any way.



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1908 Main Street
(406) 384-0099
Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

BIG R EAST

216 N. 14th Street
(406) 252-0503
Mon-Sat 7:30am - 6:00pm
Sunday 9:00am - 5:00pm

BIG R SHERIDAN

2049 Sugarland Dr.
(307) 674-6471
Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

BIG R LEWISTOWN

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