

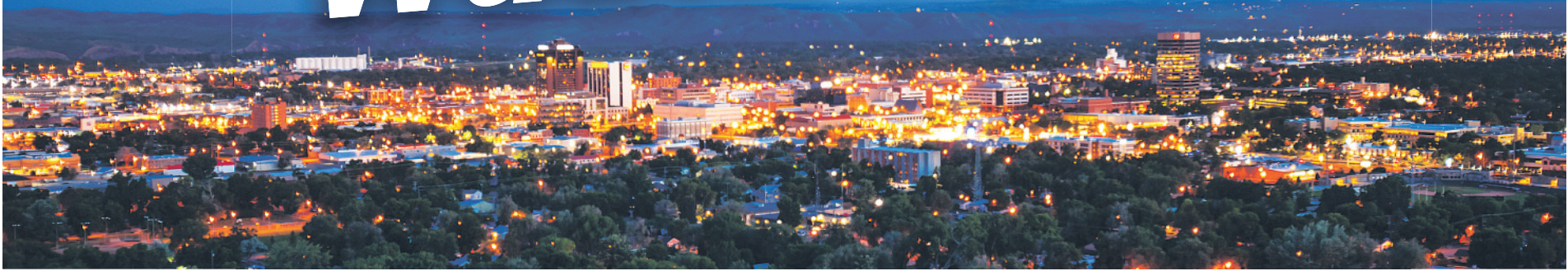


**READERS' CHOICE**

*the* **BEST of BILLINGS**

**BILLINGS GAZETTE**

*And The* **2022**  
*Winners Are...*





# Best Place to Work 2020, 2021, 2022

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**BILLINGS GAZETTE**  
COMMUNICATIONS

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**Managing Editor**  
Chris Jorgensen

**President**  
Dave Worstell



Fall colors dress up the Billings skyline.

LARRY MAYER, Billings Gazette

# To the WINNERS, FINALISTS, VOTERS and READERS

By **CHRIS JORGENSEN**  
cjorgensen@billingsgazette.com

**T**here's a common thread running through the winners and finalists in this year's Readers' Choice awards. The top vote-getters all treat their employees and co-workers like family, they love what they do, and they treat customers like they would want to be treated.

And there's nothing better for business than a happy customer.

Here's a couple of personal examples.

About 15 years ago I was fixing a bathroom faucet and ran to my neighborhood hardware store for a \$12 part. But, to install it, I needed a \$25 specialty tool that I'd probably never use again. I groaned about the cost of the tool to the store clerk and she said, "No problem, we'll lend it to you. Just bring it back when you're done." She didn't ask my name, or ask for a deposit, or anything. She trusted me, and saved me \$25.

Since then, I've been to that hardware store 100 times. They made their \$25 back many times over. Plus, I've told that "happy customer" story to many people.

I had a similar experience at a local bicycle shop many years ago. I needed a \$10 part the shop didn't have. The

part was no longer made. A mechanic at the shop spent about 15 minutes improvising a part for me from things he had lying around. At the checkout stand I tugged my wallet and said, "What do I owe you?" I would have gladly paid \$20 for the part plus another \$20 for his time and expertise. He said, "Don't worry, I've got it this time."

Great move. Over the years, I've spent many thousands of dollars at that shop and I've told that story to everyone I know.

Treating customers like you want to see them again, and having those customers happily spread the word about their experience, is how you get named best of the best.

Readers' Choice is a celebration of community. No community succeeds without healthy commerce and good jobs. Communities flourish when businesses flourish.

This year, The Billings Gazette's Readers' Choice section is bigger than ever. The Gazette had more than 6,100 participants and more than 143,000 votes were cast during the Readers' Choice campaign.

So, thanks to all the businesses in our community. Thanks for the jobs, for offering the products we need, and the help in keeping on top of our complicated lives. And, thanks for treating us all like family.

## PLAQUES FOR WINNERS AND FINALISTS

Look for the official 2022 Readers' Choice plaque in the winners' and finalists' locations listed in this publication. If you are a winner or a finalist and would like more information on receiving the official plaque, please call 406-657-1226.

# THANK YOU

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## AUTO BODY REPAIR

**Track Side Auto Body**  
 15 years in business  
 2012 1st Avenue N.  
 (406) 256-8366  
[billingsbestautobody.com](http://billingsbestautobody.com)

*Few people look forward to having auto body work done. They ask: Will my vehicle ever be the same? What hidden damages lurk beneath the surface? What surprises will I find in my bill? But if they find their way to Track Side Auto Body, their worries will vanish. Track Side places a high priority on earning the trust of its customers.*

*"We build trust with clients by walking our customers through the repair process while doing the estimate and we try to make sure the customer understands why we are replacing, repairing, or painting parts or even just taking parts off to the vehicle," says the company. Giving the customer a complete understanding of the process is a large part of Track Side's success.*

### What makes you stand out from the competition?

Our experienced staff and quality in our work. We use the best paint available and every day strive to put out the best



work for our customers.

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

We are a family-owned business and it's always family first. We also love dogs. If your dog is friendly, when you come in for your estimate, please include your dog. We have lots of treats.

### What makes your business a good place to work?

We offer a positive, encouraging, family-style work environment that lets our staff focus on quality repairs and serving our customers. Our employees also enjoy the climate-controlled shop all year.

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

It's still a small-town feel and our customers become friends and family to us.

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

It gives us tremendous pride in our team and makes all of the hard work that we do day in and day out well worth it. It is such a wonderful compliment from our customers that they are willing to share their experiences with others in the community.

### What are you most proud of?

We have a huge sense of pride in our employees knowing that our customers are happy with their service, safety, and professionalism that they instill in their work.

### What's your secret to good customer service?

That age old saying of treating others how you want to be treated, along with listening to the customers' wants and needs and doing our best to try and fulfill them.

### Fun fact about your business?

We love what we do and we love our customers.

## FINALISTS

- Crash Champions Collision Repair (American Auto Body), 650 S 20th St W.
- Hanks Body Shop, 1845 Lampman Dr.

the Highest Quality of Care.

Billings Gazette Readers' Choice Winner 2020

Billings Gazette Readers' Choice Winner 2019

Billings Gazette Readers' Choice Winner 2018

Billings Gazette Readers' Choice Winner 2017

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[www.bigskypetresort.com](http://www.bigskypetresort.com)

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Billings Gazette Readers' Choice Winner 2022

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## AUTOMOTIVE SERVICES

**Vallie Automotive Center**  
10 years in business  
2071 Rosebud Dr.  
(406) 248-4023  
vallieautomotive.com

*So how can Vallie Automotive Center attract and retain some of the most experienced and talented workers in the region?*

*"We are a family-owned and operated local business. The work environment is one of family and friends," says the company's George Kelley.*

### 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



## THANK YOU BILLINGS!

We are honored to be voted Best Auto Body Repair.



(406)256-8366 • billingsbestautobody.com • 2012 1st Ave N Billings, MT 59101



the phone. We always strive to put our customers first, making sure we get the job done right the first time, and taking the time to always resolve any customer concerns that may arise.

## FINALISTS

- Brown's Auto Service West, 624 S 20th St W
- L.P. Anderson Tire & Auto Service, 3741 Montana Ave

## CAR DEALER - NEW

**Denny Menholt Chevrolet**  
**35 years in business**  
 3000 King Ave., W.  
 3710 Zoo Drive  
 680 South 20th St., W.  
 (406) 896-3000  
 dennymenholt.com

*The business name says Chevrolet. But Denny Menholt in Billings also handles Cadillac, Buick, GMC, Nissan, Ford and Toyota brands. Oh, and they also have dealerships in South Dakota and Wyoming.*

**What makes you stand out from the competition?**

Our great employees.

**What brings customers back to your business?**

Long-term, stable employees who do a great job.

**What makes your business a good place to work?**

We believe in doing everything we can do to create a positive work environment for our employees. It's hard to have happy customers without happy employees and we have had the philosophy for 35 years since I came to Billings, Montana.

**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 and 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 we are glad they came to our business to give us an opportunity to serve them.

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

It is definitely an honor because the people we serve are voting, which means a lot.

**What are you most proud of?**

Our employees.

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

Special Olympics, Billings Education



association. American Cancer Society, Boys and Girls Club, YWCA and many other projects.

**How do you build trust with customers?**

Take care of their needs and deliver on what we promise.

## FINALISTS

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

## CAR DEALER - PRE-OWNED

**Hertz Car Sales**  
**20 years in business**  
 2851 King Ave. W.  
 (406) 656-0605  
 HertzBillings.com

*Buying pre-owned cars can come with some apprehension but Hertz Car Sales has risen above that to offer an experience based on "Honesty, Integrity, and the Golden Rule."*

*Those principles have put the dealer's customers and employees above business and profits for years. And for those reasons Billings has selected Hertz Car Sales as the number one pre-owned car dealer in the area for multiple years now.*

**What makes you stand out from the competition?**

Our business is founded on these basic principles: Honesty, Integrity, and the Golden Rule. We practice these principles and work hard every day to make your car

buying experience second to none.

**What brings customers back to your business?**

Our customers know that we care about them. Our high level of repeat and referral business speaks volumes about how pleased people are with their experience. Their willingness to share with others has given us opportunities to help many people see there is a different way to buy your next vehicle.

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

We operate under a license agreement with Hertz and do so among the surrounding states with both rental and sales locations. We are Overland West, Inc. and we are a Hertz licensee that is a family owned, independent business that has been operating since 1941.

**What makes your business a good place to work?**

We believe that not only taking care of our customers is an important part of doing business, but also taking care of those we work with. Our staff has a mutual respect for each other across the board and everyone is willing to help each other complete whatever task is in front of us.

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

We know that managing a successful business means being involved with those around us who strive to make our community better. We have a long standing relationship with the Billings Food Bank, Family Services, Special K Ranch as well as other valuable organizations who work to build a better community for

all of us to enjoy.

**What can customers expect when they walk through your doors?**

You will be professionally greeted and treated with courtesy and respect. We have a sincere desire to help you find the best vehicle to fit your needs of our hand selected inventory based on quality, condition and value.

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

We have been blessed for many years to be regarded as the best place to purchase a pre-owned vehicle among readers and voters of the Billings Gazette. We are proud to be held in this regard and also understand that with this honor comes a responsibility. We will always continue to uphold our great reputation in the community.

**What are you most proud of?**

We give our best effort to provide the best value to all those shopping for their next vehicle. We hold our heads high knowing that we have done our best to care for and be kind and respectful to all those we come into contact with.

**What's your secret to good customer service?**

We consider the needs of our customers higher than our own, we work hard to provide great options for our customers during the buying process as well as we are available after the sale for assistance with understanding their new vehicle or helping with concerns they might have.

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

Billings Food Bank, Family Services, in past years Relay for Life and Special K Ranch.

**How do you build trust with customers?**

We are consistent in representing our core values of honesty, integrity and the Golden Rule. Every interaction we have is an opportunity to show our customers we care.

**What makes your business popular?**

People know from experience or by word of mouth from others what to expect during their visit with us. We always try our best to exceed their expectations and create a memorable shopping and buying experience.

**Fun fact about your business?**

We have borrowed some basic principles from the Pike Place Fish Market that we include in our daily work life. While at work we do our best to choose our positive attitude, play, be present with others, and look for ways to make someone's day.

## FINALISTS

- Bob Smith Motors, 2244 Central Ave.
- Denny Menholt Chevrolet, 3000 King Ave W.



## CAR WASH

**Don's Car Wash**  
54 years in business  
1125 Grand Ave  
(406) 259-4955  
donspresswash.com

*Want to wash your dirty car or truck but aren't near the Don's Car Wash in your neighborhood? No problem.*

*Don's Car Wash offers memberships that can be used at any of its car washes in the city.*

### **What makes you stand out from the competition?**

Don's Car Washes are some of the longest-serving car washes in Billings. We are also some of the only touchless car washes in the area, too.

### **What brings customers back to your business?**

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

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



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

### **What makes your business a good place to work?**

We have a variety of different posi-

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

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

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

### **What can customers expect when they walk through your doors?**

Customers can expect a friendly face and good customer service from a knowledgeable crew member.

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

It means a lot for Don's Car Wash to be voted the best! Don's was once one of the only full exterior washes in the Billings area, and with numerous new car washes that have come to Billings, it shows Don's is capable of providing the same above quality service for over 50 years.

### **What are you most proud of?**

Our employees. Without them, there

would be no Don's Car Wash! Although the last couple of years have been difficult, they have persevered and stuck it out to provide a high quality wash and customer service.

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

We give back to many organizations each year. We enjoy giving back to the community that has given us so much.

### **What makes your business popular?**

We are always trying to do things better and more efficiently, which in turn, will produce a cleaner vehicle at an affordable price for our customers. We have locations throughout the town, so you are never too far from a Don's Car Wash.

### **Fun fact about your business?**

Don's Car Wash has been family-owned and operated for three generations. Don's Car Wash has four convenience stores, five car wash locations, and two lube shops throughout Billings.

## FINALISTS

- Majestik Auto Detailing, 5231 King Ave W
- Mint Smartwash, 411 N 7th St

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

## Appreciation

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## AUTOMOTIVE



### LIMO SERVICE

**A-Limo Limousine Company**  
**30 years in business**  
 405 N. 12th St.  
 (406) 252-2536  
 Alimolimousineco.com

*For over 30 years A-Limo Limousine Company has carried the city of Billings through countless events and happenings. Sure they've had ups and downs along the way, but they've also held true to delivering their patrons in a fun, stylish and luxurious manner*

*They sum it all up by saying, they "give safe fun rides that let customers relax and enjoy themselves."*

**What makes you stand out from the competition?**

We always strive to make our customers experience in our limo one that they will always remember. We want them to have such a great experience that they can't wait to do it again.

**What brings customers back to your business?**

Our great service and friendly professional drivers.

**What's something your customers**

**may not know about your business?**

The owner, Cindy Reed started out as a driver for the previous owners with the intention of just filling in occasionally as needed. She loved it so much that she bought the business from them a few years later.

**What makes your business a good place to work?**

We have a lot of fun doing our job. We also have flexible hours that can make it possible for someone to have a second job, or just to do something fun part time.

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

There are a lot of great people in our community. We have a lot of folks who support us with annual events and fun parties on a yearly basis or even more often.

**What can customers expect when they walk through your doors?**

Unlike most businesses, we bring our business to the customers. When our car pulls up at the address they request us to be at, we are on time with a friendly smile and hello. They get into a freshly cleaned vehicle that is all ready for them to start having some fun.

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

We are honored to be chosen best limousine company by the readers and by our customers. Thank you.

**What are you most proud of?**

We are proud to be in the Limo Business for 30+ years. Over the years we have had ups and downs, (like Covid shut-downs), but we find a way to keep it going.

**What's your secret to good customer service?**

Always treat the customers the same way that you would want to be treated if you were in their place.

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

We always try to support the community with fundraisers as much as possible. It's so rewarding to see the smiles on the faces of the customers on the receiving end. Make A Wish is one example for whom we have done trips for.

**How do you build trust with customers?**

We make it our mission to always have professional drivers, always be on time and be friendly. Our customers know that they can trust us to get them to that early morning airport trip, or be there waiting with a smile when they get back from a late night event.

**What makes your business popular?**

We give safe fun rides that let customers relax and enjoy themselves.

**Fun fact about your business?**

We often get to be part of a surprise for someone being picked up. Sometimes it's a surprise birthday, sometimes a retirement party, sometimes it's an engagement. The possibilities are endless. You imagine it, we can help you with it.

### FINALISTS

- Limoscene- A Total Transportation Company, 1509 Rosebud Ln.
- Star Billings Limousines and Party Buses

### OIL CHANGE

**MasterLube**  
**41 years in business**  
 2424 King Ave. W.  
 1628 Grand Ave.  
 1331 Main St.  
 2650 4th Ave. N.  
 203 SE 4th St., Laurel  
 (406) 248-8871  
 masterlube.com

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David Cobb



Richard Martin



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## ★ ★ ★ AUTOMOTIVE ★ ★ ★



There are several things you can count on when getting your oil changed at MasterLube. The staff will be friendly and well-trained. The shop will be spotless and tidy, and you'll be on your way quickly.

That's enough. But there is a bonus — free ice cream.

### What makes you stand out from the competition?

Every other business in town that changes oil has a set of values they strive to live by, processes for the functional parts of servicing vehicles, nice buildings, and good people. So I don't know that there's anything operationally that makes us stand out. This is a question best answered by our customers and not by me, so based on reviews and feedback that we receive, I'd share the common themes we see which is because they feel like our teams do a wonderful job of creating a welcoming atmosphere that is informative but not pushy, that our teams communicate very well, and perform services at a very fast pace which saves them time. The free ice cream helps too.

### What brings customers back to your business?

How they are treated by our teams. Lots of people can and do change oil and provide other routine maintenance services for comparative prices, so the differentiator will almost always come down to a trusting relationship.

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

It's surprising to me because I'm so deep in MasterLube, but a lot of people don't realize that the first MasterLube was on 24th street west here in Billings. And that our four Billings and one Laurel store are all still locally owned and the only stores we have, we are not part of a bigger franchise nor do we have any locations outside of Billings and Laurel.

### What makes your business a good

### place to work?

We take pride in performing oil changes and our other services with great speed and quality, but for us that is just a means to do what we are truly passionate about and that is helping people come to know themselves better and create a better life for them and their family.

### What can customers expect when they walk through your doors?

They can expect to be greeted with a smile by one of our team members before they make it into our doors, and to be treated with respect by a team working together to take good care of their vehicle in a very timely manner. They can also expect a clean, organized environment, with good coffee and free ice cream.

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

It means that the work we put in to building a culture that is both caring and holds high standards of quality is recognized and appreciated, it means that the community feels we are doing some things right and the right way.

### What's your secret to good customer service?

Seek to build relationships built on mutual respect and trust with your team, deeply and honestly having their best interests in mind, and that will flow naturally to the interactions and relationships built between your team and customers.

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

Grad Day, and the War of The Walls that goes alongside it, is probably the biggest community partnership that we are known for. Each year we partner with the local area high schools to paint murals on our walls that the community votes on and then have one day where every dime brought in from oil changes and car washes goes directly to the high schools' all-night

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**Sarah Browning**  
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**Kristi Browning**  
**Jared W. Browning**  
**Jaime Byrne**  
**Amy Remsberg**  
**Alexa Devries**  
**Brandy M. Dillon**

LEFT TO RIGHT:  
Patient Care Specialist  
Claims Specialist & Patient Care Coordinator  
Audiology Resident  
Office Manager  
Doctor of Audiology  
Patient Care Specialist  
Doctor of Audiology  
Patient Care Specialist  
Hearing Instrument Specialist

### ADDITIONAL EMPLOYEES

**Linda Gleason** Accounting  
**Cassandra Jansma** Patient Care Specialist

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# AUTOMOTIVE



drug and alcohol free graduation parties. We also like to support events such as the Food and Wine Festival with MSU-B, Black-Tie-Blue-Jeans for Rocky Mountain College, Pack The Place In Pink, the Preservation Party at the Moss Mansion, and other charitable events and fundraisers.

### How do you build trust with customers?

We focus on building trust both through trustworthy behaviors, never making recommendations on services that aren't needed or recommended by the manufacturer, striving to be informative but never selling. We also like to have customers be able to hear and see us working, calling out steps in our process, and echoing those calls and verifications so that they can see that we are doing what we say we do and checking each other along the way.

### Fun fact about your business?

Our logo was sketched on the back of a napkin in a meeting of minds between friends, everything including the color coding, and it remains our logo today.

### FINALISTS

- Jiffy Lube, 1028 Shiloh Crossing Blvd.
- Tire-Rama, Various locations

### RV DEALER

**Bretz RV & Marine**  
55 years in business  
2999 Old Hardin Rd.  
(406) 248-7481  
bretzrv.com

### FINALISTS

- Metra RV Center, 850 US-87.
- Pierce RV & Marine Supercenter, 3800 Pierce Pkwy.

### TIRE STORE

**Montana Tire**  
34 years in business  
421 N. 13th St.  
(406) 259-9877  
montanatiredistributors.net

*Sure, it's convenient to be able to order just about any product you need online. But, who knows where your money goes when you shop like that. And, what do you do if you have a question or a problem? Call someone in Shanghai?*

*Montana Tire is locally-owned. Your money stays here, circulating around our community, lifting everyone's quality of life.*

### What makes you stand out from the competition?

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

### What brings customers back to your business?

Our teams' familiar faces and great relationships.

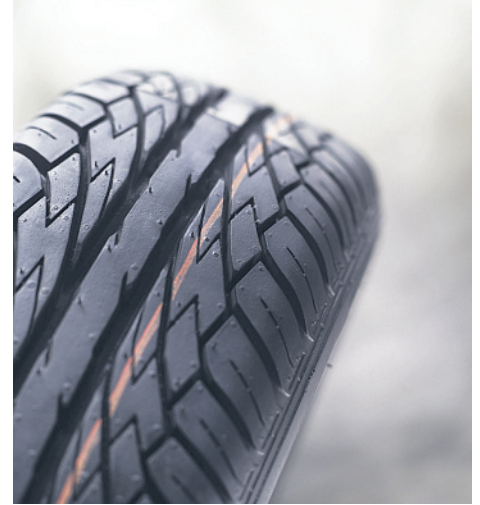
### What's something your customers may not know about your business?

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

### What makes your business a good place to work?

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

### What can customers expect when they walk through your doors?



Familiar faces and knowledgeable staff.

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

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





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**Voted Best Automotive Center!**

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



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406-670-4406





### What are you most proud of?

Still being a locally owned company after 34 years in business.

### What's your secret to good customer service?

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

### How do you build trust with customers?

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

### Fun fact about your business?

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

## FINALISTS

- Lisac's Tire Supply Of Billings, 3112 King Ave W.
- Tire-Rama, Various locations

## TOWING & RECOVERY

### Hanser's

59 years in business

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

*Ralph Hanser's career began in 1963 with a vision to serve the motoring public with quality automotive service. It started with a little blue tow truck and a service station. Through the years, Hanser's has grown into a multi-faceted company consisting of wreckers and recovery, auto and truck repair, volume transmission rebuilding and remanufacturing, and state-of-the-art automotive recycling.*

### What makes you stand out from the competition?

Hanser's is a family-owned and operated business and we take pride in our reputation of being a long-standing business taking care of the Billings community. We not only serve the community with an important service but we live and



raise our families in this area and believe it is our responsibility to support and give back.

### What brings customers back to your business?

We believe in doing the right thing. Our customers can rely on us. We believe our customers take comfort in the fact that they know we will be here. As a legacy Billings business, we have survived the ups and downs and we remain a fixture in the community.

### What makes your business a good place to work?

As a family-owned business, our employees become part of our family. Our employees are what keep the doors of

Hanser's open and available to our customers. We will never forget their importance to our organization. Respect is earned by all of our employees and we show them daily that we are deeply grateful for their loyalty.

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

Billings is a fantastic place to live and work. Our family and employees have raised children here to grow and thrive in this community. Billings offers a well-positioned geographic location to serve most of the Montana area with first responder towing services as well.

### What can customers expect when they walk through your doors?

A friendly greeting and the guarantee that we will do our best to serve them.

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

We are humbled and appreciate the recognition from our customers and community. An honor like this adds to our drive to continue doing what we do!

## FINALISTS

- Billings Towing & Repair, 2212 Main St.
- Hitch N Haul Towing & Repair, 2110 1st Ave N.



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**Rebels & Razors Barber Club**  
 8 years in business  
 118 N. Broadway  
 (406) 200-7320  
 rebelsandrazors.com

**FINALISTS**

- Austin's Barber Shop, 2225 Main St Unit 5
- Dukes Barbershop, 926 Main St Suite 21

**DAY SPA**

**Plush Skincare Studio & Medical Aesthetics**  
 8 years in business  
 2528 Grand Ave  
 (406) 969-2018  
 plushskincarestudio.com

*Plush owner Amber Hirschi has more than 70 life certifications in skin care, laser, lashes, permanent makeup and so much more.*

*Learning and educating is her passion and she has traveled nationally and internationally training with the best. She has been to 38 different states for different training.*

**What makes you stand out from the competition?**

With the spa industry constantly evolving, we try to keep our services diverse with endless possibilities so we can offer everything one needs. Being in the industry for 24 years we understand the importance of education. This last year we have had the chance to travel nationwide and train with some of the greatest educators out there. Working hard to run a business, taking clients, and becoming a national educator has fulfilled our dreams. We now can offer Billings more and be hands on with professionals in our community but educate our clients as well. A new Plush Studios is being built with a classroom to invite everyone to share the opportunities as we have.

**What brings customers back to your business?**

Our clients are not just clients to us they are family, they feel comfortable and at home, they arrive as clients and leave as friends. Plus, our knowledge of education and skills keep them coming back.

**What makes your business a good place to work?**

Plush has such a wide range of services, from skincare, wellness, medical aesthetics, and permanent makeup, lashes adding on hair, barbers and nail techs. We have in house educators. There are opportunities to learn and grow.



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

Plush Studios is dedicated to giving back to our community. We offer a helping hand with families in need. We love giving back to charities and the kids of Billings. Being able to give back is what it is all about. We try to give even if we really can't. Being community strong is enough in itself.

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

We are incredibly honored to be voted best day spa in Billings. Everyone at Plush has worked incredibly hard to accomplish so many goals. We have dedicated ourselves in being the best in the industry while trying to stay consistent in our community.

**What are you most proud of?**

Being able to conquer my dreams with the help of amazing employees and customers, present, past and future. No one has ever said this was going to be an easy task to take on. I am most proud that giving up has never been an option. I proud that I get the opportunity to always be better I am proud I am able to come to work and potentially be that person to help one person have a better day!

**What's your secret to good customer service?**

Great customer service is not overselling a client, but work with a client's needs asking questions to what it is that they are wanting.

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

We offer a helping hand with families in need. At Christmastime we chose a family in need, whether fixing a mother's car, finding cloths for children in need. Helping families with ill loved ones, donating or hosting charities. Giving product to shelters. Helping disabled get to their appointments. We love giving back to charities and the kids of Billings. Being able to give back is what it is all about. We try to give even if we really can't. Being community strong is enough in itself.

**What makes your business popular?**

Plush Studios is known not for a relaxing facial, but a treatment that gives someone their confidence back. We are different. We have carried the entire line of Osmosis Skin Care with the wellness products and of course the makeup for seven years. We are able to identify the root cause of the internal problem with skin and can start a complete wellness journey starting from the inside out.

**Fun fact about your business?**

Plush Studios logo Means bringing together diversity and culture and working as one.

**FINALISTS**

- Bella Vita Spa, 149 Shiloh Rd
- Element Skin Therapy, 411 24th St W STE 113

**FITNESS GYM**

**Granite Health and Fitness**  
 15 years in business  
 3838 Avenue B  
 (406) 294-5040  
 Granitebillings.com

*Turning clients into family is the goal of any business, and Granite Health and Fitness has taken great steps to make family the foundation of their business.*

*But it's not just how they treat their clients and employees that makes this true but through programs and offerings tailored to the busy and growing family. Programs like offering child programs and daycare so parents can sneak in a workout or enjoy a night out on the town.*

*Or through community service programs like a partnership with West High School where Granite offers a community fitness class for girls. "Through this program [girls] experience safe non-intimidating fitness classes to help establish a good foundation to health and wellness."*

**What makes you stand out from the competition?**

Starting when you walk through the front door you are family. We create an environment that builds lifetime relationships between the staff and members and also the members themselves. We love seeing new friendships happen in our facility.

**What brings customers back to your business?**

Due to the relationships we foster at Granite people feel supported in all aspects of their fitness journey. We focus on helping people succeed in their mental and physical goals.

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

We offer a lot of kids programs. From onsite daycare that can be utilized for workouts or for running errands, to swim lessons, sports development and early education. We offer a lot that makes coming to Granite a family experience.

**What makes your business a good place to work?**

Fitness is a fun, high energy environment. It allows for flexible schedules and you get to wear workout clothes, which is a huge win. But most importantly you are also getting to help people work on their goals. It makes it exciting to come into work each day.

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

Being locally owned it is very rewarding to create job opportunities for our local community. There's great satisfaction mentoring a young employee from our community and launching them into the real world.

**What can customers expect when they walk through your doors?**

Walking through the front door you are met with the front desk team encouraging you on your way into the gym, instructors and trainers motivating and inspiring you to excel, to the cleaning team keeping the equipment in great order. All aspects of your workout are catered to you.

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

COVID was very tough on everyone, including gyms. It was hard to figure out the best way to pivot after that trying time, but our staff were amazing and worked through many challenges and changes. To be voted "Best" feels really rewarding to our whole team who worked so hard because they truly care about what we do and who comes through the doors.

**What are you most proud of?**

The staff for dedicating their lives to help others. They are passionate and they put their hearts into each person they work with.

**What's your secret to good customer service?**

Empathy and care for each and every member. Listening to their needs and helping people achieve their goals.

**What are some of the things you do**



**to give back to the community (charity work, donations, etc.)?**

One of my favorite partnerships is with West High School. We offer a community fitness class for girls. Through this program they experience safe non-intimidating fitness classes to help establish a good foundation to health and wellness.

**How do you build trust with clients?**

We get to know them by building a rapport with open communication and trust. Once we understand what their individual needs are we can achieve success together.

**What makes your business popular?**

We are locally owned and we care. We are committed to each person on an individual basis.

**FINALISTS**

- 9Round, 2338 Grand Ave.
- Billings YMCA, 402 N 32nd St.

**HAIR SALON**

**Ethos Salon**  
**1 year in business**

1603 Grand Ave., Suite 115  
(406) 601-9316  
ethosalonmt.com

*Ethos Salon has risen to the top of the Readers' Choice poll in its first year in Billings. Quite an accomplishment in a highly competitive field. Obviously, they are onto something. In part, it must be the "creature comforts" they offer to clients: "hot lattes, scalp massages and steamed towels with every hair service, and our luxury services with a laid back feel."*

**What makes you stand out from the competition?**

Ethos believes that when we are authentic as individuals, we are able to connect to each other at the most genuine level. Everyone working at Ethos is passionate about creating meaningful connections and providing exceptional services.




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

We just opened in March. We are a team of color specialists who are looking to elevate the salon industry in Billings. We are constantly seeking out educational opportunities that are open to the local stylist community to improve our skills and bring new exciting trends to Billings.

**What makes your business a good place to work?**

Ethos Salon is a space that supports artists for growth, creativity, and innovation. We provide tons of continued education opportunities and encourage a balanced lifestyle.

**What are you most proud of?**

The Ethos team has grown exponentially since opening and it has been so exciting to be able to provide a beautiful space for our artists to provide their services.

**What's your secret to good customer service?**

Listening and identifying the unique needs of all of our guests. It's so important to us that everyone feels heard, understood, and comfortable in our chairs. We also love to educate our guests on how to take care of their hair at home with the right products and provide styling tips.

**How do you build trust with clients?**

Open and honest communication is key. We are always checking in on our work when guests are sitting in our chairs and making sure they leave satisfied.

**What makes your business popular?**

We've become a one stop shop for many of our guests when it comes to their hair, nails, lashes, waxing, facials, etc. We love getting to love on our guests with all of our different services.

**Fun fact about your business?**

We may have opened under a year ago but we have a huge variety of experienced stylists and service providers anywhere from 10+ years of experience to apprentices.



**FINALISTS**

- The Beauty Mark, 805 24th St. W. Unit 5
- The Rustic, 824 Shiloh Crossing Blvd #4

**NAIL SALON**

**Nail-issimo Salon and Spa**  
 26 years in business  
 2215 Broadwater Ave  
 (406) 651-9000  
 nail-issimo.com

*Nail-issimo Salon and Spa started small, and now look at them.*

*We started out as a nails-only salon occupying 450 square feet with five technicians. We now occupy just under 8,000*

*square feet and offer hair, all esthetic services, massage, permanent make-up, etc. There are currently 35 of us. We were established in November of 1996 and we are a family started and run salon.*

**What makes you stand out from the competition?**

We have 16 nail techs, 10 hair stylists, two massage therapists and four estheticians and we are always trying the next best thing, up on current trends for all services that we offer and we try our very best to do a great job each time. We have many clients that call and just go to anyone versus most clients will only to the same person each time. I feel like we are a big salon family!

**What brings customers back to your business?**

Everyone has a friendly demeanor and we are super clean and use good sanitization practices.

**What makes your business a good place to work?**

It is my hope that each of the ladies I work with know the value that they have! They are the heart of the salon and an integral part of our team!

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

We love all the wonderful clients that we have the pleasure of meeting and taking care of!

**What can customers expect when they walk through your doors?**

To be greeted by our salon coordinator or one of us and walked to their area if they have never been in to see us before, otherwise invited to have a seat in the waiting area to wait for their service provider. To also be thanked when they leave.

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

It's an honor to be voted for Best Nail Salon by the clients as we appreciate each of them!!

**What are you most proud of?**

That I am privileged to have had some

of my ladies for 10 to 21 years! Also, that our clients continue to come back to support us.

**What's your secret to good customer service?**

We genuinely care about all of our clients! We hope to make each of their visits great from start to finish! We look forward to their visits as we have established friendships with many. We hope to make them clients for life!

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

We have done Relay for Life multiple times, donated to Mayfair and contributed to many private events that have affected our clients or individuals in the community. As well as sponsoring many YSA soccer teams and high school sports, also the graduation parties.

**How do you build trust with clients?**

Through building a personal relationship with each of them and making sure their needs are met and they are comfortable in our environment. They are the heart of the salon and it's truly all about them.

**What makes your business popular?**

We are a fun, energetic salon and we make sure the foundation of great systems are in place and to exceed our client expectations.

**Fun fact about your business?**

My husband, Dave, built all of our hair and nail stations and most of the cabinetry in the salon. He goes every morning and cleans so that it is fresh for all of us for the day! My daughter and I used to deep clean on the weekends but now it is my son, his wife and I. Having the support of your family makes it all possible.

**FINALISTS**

- Knock Out Beauty, 926 Main St
- The Rustic, 824 Shiloh Crossing Blvd #4

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**SPECIALTY FITNESS CLUB**

**Black Orchid Yoga & Cycle**  
 7 years in business  
 2049 Broadwater Ave., Suite 1  
 (406) 534-6543  
 liveblackorchid.com

**FINALISTS**

- Beartooth Performance, 2940 Grand Ave.
- FIT4MOM Billings, various locations

**TANNING SALON**

**VersaTAN**  
 13 years in business  
 3210 Henesta Drive, Ste B  
 1603 Grand Ave., Suite 110  
 (406) 656-8267  
 versatan24.com

*For three years in a row Billings has chosen VersaTAN as the best in town. The keys to the company's success no doubt are its availability (two locations, open 24/7), its top quality equipment, and its expert, friendly staff. Whether you want to get a*

*jump on summer before hitting the beach or avoid a "winter fade," VersaTAN has the answer for you.*

**What makes you stand out from the competition?**

Convenience without compromise. VersaTAN is Montana's premier 24-hour tanning salon. VersaTAN offers the best UV tanning and spray tanning experiences at unbeatable prices.

**What brings customers back to your business?**

By mixing 24/7 access with the best equipment and the best rates, we guarantee that our clients will have an experience unlike any other.

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

We are more than just a tanning salon. We also specialize in UV-free tanning. Our VersaPro spray tan booths are not only private, but deliver the best results possible. We also offer UV-free, anti-aging, total body red light therapy to enhance results and keep our clients looking and feeling their best.

**What can customers expect when they walk through your doors?**

When walking into a VersaTAN location, customers can expect to be entering the cleanest, most knowledgeable, and



of the Month" - in which we were highlighted for our business practices and modern take on tanning.

**How do you build trust with clients?**

We educate our clients on responsible tanning and sunburn prevention. Our "Smart Tan" certified, friendly staff help you develop customized tanning packages with the variety of beds, booths, and products we carry.

**What makes your business popular?**

We strive to deliver the best. We are constantly upgrading equipment to deliver superior results, updating our systems to ensure ease of access after staffed hours, and educating our incredible team to improve our customer relations.

**Fun fact about your business?**

VersaTAN offers family memberships. For one low monthly price, two family members can enjoy 24 hour access to our salons and unlimited UV, spray tan, and red light therapy services.

**FINALISTS**

- Knock Out Beauty, 926 Main St.
- Sun Splash Tanning, 928 Broadwater Ave. #101



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 Facebook: facebook.com/neecees

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**BEST WEIGHT LOSS CENTER**

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★ BEAUTY & FITNESS ★



**TATTOO SHOP**

**Cin City Tattoo & Body**

14 years in business  
2075 Central Ave., Unit B  
(406) 839-9393  
facebook.com/CinCityTattoo/

**What makes you stand out from the competition?**

Who we are:  
Cindy Hahn - Owner/tattoo artist  
Shane Welbes - body piercer  
Seth Buechler - shop manager  
Alaina Hahn - tattoo artist  
Katy Petersen - shop wench

**What brings customers back to your business?**

Our Motto is "Nice Matters" and we treat our customers the way we would like to be treated. We offer the highest quality tattoos and piercings. Making sure that people feel welcomed, appreciated and comfortable.

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

Our piercer Shane has earned the title of Emergency First Responder Instructor.

**What makes your business a good place to work?**

Our crew here is a family. We take our jobs seriously but have a fun time doing it. We have had many clients tell us they love the vibe here.

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

We love Billings and we are so thankful to be in this amazing community.

**What can customers expect when they walk through your doors?**

They will be greeted by our shop manager Seth in a friendly professional manner. And they will be receiving the best

piercing or tattoo with a bonus of a wonderful experience while getting them.

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

We are all honored by this recognition and will continue to strive for excellence every day.

**What are you most proud of?**

My daughter, Alaina, is our newest tattoo artist.

**What's your secret to good customer service?**

We ALL Love what we do here and our customers can see it and feel it.

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

Since opening in April 2008, our shop has donated over \$20,000 in local donations, fundraisers and gift certificates. This is very important to us to help out our community.

**FINALISTS**

- Forget Me Not Tattoo, 2059 Broadwater Ave B.
- Sovereign Tattoo, 2040 Rosebud Dr. Suite 9

**YOGA STUDIO**

**Black Orchid Yoga & Cycle**

7 years in business  
2049 Broadwater Ave., Suite 1  
(406) 534-6543  
liveblackorchid.com

**FINALISTS**

- Good Vibes Hot Yoga, 3860 Avenue B Suite B
- Limber Tree Yoga, 27 Shiloh Rd Suite



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**JEWELERS**

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Jeweler

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reviews on GOOGLE

*At the Shops in Shiloh Crossing*



## ALL AROUND RESTAURANT

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

Before opening their restaurant in Billings on historic Montana Avenue, the Marbles had wandered around the country a little.

“But, Billings is home for us. We have lived other places but grew up here,” they say. “Our friends and family make us feel welcomed. Opening our restaurant in November of 2020 was such a risk. We feel so loved by our wonderful city and it is like you have all been on this journey with us and we are so grateful. We absolutely love being down on Montana Avenue.”

### What brings customers back to your business?

Love. Friendship. Kindness. Love in how we speak to our guests at our table to the amazing food prepared with love. Consistency is something we strive for everyday. Not only in the food but the atmosphere. Warm welcome with warm decor, just like home.

### What’s something your customers may not know about your business?

Why we named it The Marble Table. We wanted our customers to feel like they are our family; sitting down at our table in our home.

### What makes your business a good place to work?

Respect. Appreciation. Kindness. Grace. Teamwork. Honesty. Our employees don’t work for us, they work with us. We cannot do it without every single one of them from Dishwashers and Hosts to our Servers and Kitchen staff. We are all here to serve our customers.

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

Billings is called the Magic City. The reason they called it that was once the railroad came Montana Avenue was the heart of Billings. Opening shops right where we are now. Letting the “magic” of Billings bless the business owners of past and present. We had a dream of over 20 years to open our own place. Thank you for being there for our family. We are so eternally grateful. Montana Avenue is not the end of downtown Billings...it is where it all started.

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

It is such an honor. Thank you for recognizing all the hard work our “family” puts into serving you each and everyday.

### What’s your secret to good cus-



### tomor service?

The Golden Rule. Treat others the way you want to be treated. Simple.

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

We want to help our community when we are able. That is definitely our heart. If that means helping benefits with their silent auctions by donating a dinner for two, raising money for Montana Hope Project, sponsoring Little League teams, sponsoring various athletes, and helping our staff anyway we can. Being involved in Historic Montana Avenue Association helping to better historic Montana Avenue for years to come. We believe you should be invested in your community however you can. Be there for one another. Share a smile with a passerby. You never know how just one little smile and a warm hello can change a person’s perspective. That’s how we give back...everyday.

### What makes your business popular?

Amazing comfort food from scratch. Great service. A personal touch.

## FINALISTS

- Edgar Bar, 105 Elwell St. Edger MT
- High Horse Saloon & Eatery, 3953 Montana Ave.

## BAKERY

**Nothing Bundt Cakes**  
1 year in business

1027 Shiloh Crossing Blvd., Suite 6  
(406) 412-0499  
nothingbundtcakes.com

*It took just one year for Nothing Bundt Cakes to rise to the top in Billings. That can’t happen without producing an excellent product. In the case of baked goods, excellence is measured by comparison to home-made, and Nothing Bundt Cakes comes as close as one can expect to home-made. It’s not surprising that, as employee Emily Cook reveals, NBC bakes its cakes in house daily, using only real eggs, fresh butter and real cream cheese.*

### What makes you stand out from the competition?

Although we pride ourselves on baking the best Bundt cakes in town, our bakery offers a wide selection of retail items, candles, balloons, decor, and gifts making us 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 buttercream frosting but, spreading joy and kindness is at the heart of everything

we do. We love our customers and strive to make genuine connections with everyone who walks through our door.

### What makes your business a good place to work?

We believe in not only bringing joy to our guests but to our team members by providing a family-friendly and fun working environment.

### 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 what they are celebrating 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. Unfortunately, not everyone who comes through our door is celebrating a happy occasion. We have helped many of our guests pick out cakes for a Celebration of Life or as an expression of sympathy. No matter the occasion, we have something for everyone and are here to help.

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

Words can’t adequately express our gratitude for being voted Best Bakery in Billings. We are honored and thrilled to



be among so many great businesses that serve our amazing community.

### What are you most proud of?

Bringing this incredible brand to Montana. Nothing Bundt Cakes was founded in Las Vegas in 1997, by two incredible women baking in their home kitchens for their friends and family. Fast forward 25 years and there are now over 450 Bakery locations across the US and in 40 different states. We are thrilled to have made this brand recognizable in our community and state.

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

We always enjoy donating to a special cause, charity, and our well-deserved city workers, public servants, and teachers. We donate and use our cakes to spread kindness and joy at every opportunity we can.

### What makes your business popular?

Our amazingly moist Bundt Cakes and exceptional customer service.

### FINALISTS

- Miss GiGi's Sweets, 2401 2nd Ave. N.
- Stella's Kitchen & Bakery, 2525 1st Ave. N.

## BARBEQUE

**Blue's BBQ**  
**18 years in business**  
 523 Hilltop Road  
 (406) 245-2583  
 Bluesbbqbillings.com

*It may be a cliché, that the secret ingredient in the food at cherished restaurants like Blues BBQ is love. But, they really do love their customers, especially the loyal bunch who have become regulars. And, they appreciate being trusted to cater people's most important events.*

*"We have been privileged to be a part of people's lives in our community," Blues says. "They have trusted us with their weddings, graduations, family reunions, company picnics, business grand openings, and celebrations of life. We are honored to be a part of such a wonderful community."*

### What makes you stand out from the competition?

Blue's BBQ is a family owned and ran business. We pride ourselves in developing our own homemade recipes and providing our customer's with a homemade meal at a reasonable price.

### What brings customers back to your business?

At Blue's we strive to provide the highest quality products and the lowest possible price. All of this and served with a smile. We have had some of our customer's since 1995. We have made many wonderful friends over the years through our business.

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

Blue's BBQ started in a small stand in the back of a grocery store in Wyoming. We opened Blue's BBQ on April 19, 1995. Smoked meat (Texas-Style BBQ) was not known very well in that part of the United States at that time. We sampled out more meat then we sold the first year to introduce people to the rich deep flavor of smoked meat.

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

We moved our business and family to Billings in 2004. Billings was a very welcoming community and has supported our business for over 18 years. Over almost a span of 2 decades we have seen the community of Billings come together to support each other through medical crisis, floods, fires, helping to send children to camps and colleges and the list goes on. Living in a community where neigh-

bors truly do care about each other is a very rewarding and enriching experience.

### What can customers expect when they walk through your doors?

The first thing our customers experience is the best smell in the world! In fact we get asked all the time if we can bottle the BBQ smell. It reminds us of sitting around a campfire with our friends and family! It is summer all year long at Blue's BBQ!

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

To be voted the Best of the Best in Billings makes all of the hard work through out the year worth it! Thank you so much for voting for us!

### What are you most proud of?

We are most proud of our employees and suppliers this year! Like everyone all over the United States we have struggled to have enough staff. Our staff steps up to the plate every single day and works hard with the very best attitudes. It has not been easy as a supplier this year either and our suppliers have worked hard to make sure we have quality products and enough product to keep our doors open.

### What makes your business popular?

We have authentic smoked barbecue

# Thank you!

Your trust, business and votes  
are truly appreciated!



## Best REALTOR

# Robin Hanel

(406)860-6181  
Robin@RobinHanel.com



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and homemade sides!! We work hard to keep our prices affordable so a family can get a home cooked wholesome meal at a good price. We believe in providing the tastiest meal and the best price possible and not sacrificing the quality of our product.

## FINALISTS

- Dickey's Barbecue Pit, 2519 Montana Ave.
- Montana's Rib & Chop House, 1849 Majestic Ln.

## BREAKFAST

### The High Horse Saloon

6 years in business

3953 Montana Ave.

(406) 259-0111

thehighhorsosaloonandeatery.com

*How does a prime rib breakfast sound? Or a build-your-own omelet? Or for a south-of-the-border flavor, a breakfast burrito? These are just a few of the breakfast items on the menu at High Horse. And all made from scratch. Breakfast at the High Horse is a perfect way to start the day.*

### What makes you stand out from the competition?

At The High Horse we tell everyone "Our food is real good. Not Fancy." We make what we can from scratch and combine it with the best service in town.

### What brings customers back to your business?

The High Horse has an atmosphere that can provide something appealing to just about everyone. Great service, awesome food, and lots to do.

### What makes your business a good place to work?

A lot of the employees have been with us for many years. This creates a supportive, family style environment, in which people can make a living.

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

There are so many great business owners in Billings. "Talking shop" with so many people, with so many backgrounds is an incredible opportunity.

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

It used to mean very little, but after winning a time or two, I must admit it feels pretty good. The best part about the results, is how your team rally's together.

### What's your secret to good customer service?

Enabling our staff to make good, educated decisions.

### What makes your business popular?



Our STAFF. Both front and back of the house is filled with wonderful people, who make an effort to meet our guests and their needs.

### Fun fact about your business?

The High Horse Saloon is a family business, operated by husband and wife, Reid and Shawna Pyburn. Many family members, from both sides, help as often as they can.

## FINALISTS

- Stella's Kitchen & Bakery, 2525 1st Ave. N.
- The Sassy Biscuit Co., 115 N 29th St.

## CATERER

### Tiny's Tavern

38 years in business

323 N. 24th St.

(406) 259-1625

Tinystavern.com

*Tiny's Tavern is a neighborhood bar in every way. It's relatively small, the bartenders know your name and the atmosphere is casual.*

*The difference is that people will drive from their own neighborhoods to Tiny's,*

*and the food is really good. It also doesn't hurt if you're a Broncos fan.*

### What brings customers back to your business?

Hopefully the atmosphere of a neighborhood restaurant.

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

How much we appreciate the support Billings has shown us.

### What makes your business a good place to work?

Family are friends. Friends are family.

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

The community.

## FINALISTS

- Basil and Bloom Catering, 5535 Lester Rd, Shepherd
- TopZ Sandwich Company, 320 Main St.

## CHEESEBURGER/ HAMBURGER

### The Burger Dive

12 years in business

114 N. 27th St.

(406) 281-8292

theburgerdive.com

## CHEESEBURGER/ HAMBURGER - FINALIST

### Fuddruckers

38 years in business

2011 Overland Ave.

(406) 656-5455

fuddruckers.com

*Fuddruckers is one of those restaurants that have been around long enough to serve generations. Kids whose parents took them to Fuddruckers are now taking their kids. And the restaurant has a good enough formula, and reputation for freshness and friendliness, that it will undoubtedly be serving the next generation, and the next.*

### What makes you stand out from the competition?

Consistent for over 38 years. Fresh never frozen hamburger! Buns made fresh daily! Fresh build your own produce bar!

### What brings customers back to your business?

Friendly service and consistency of meals prepared.

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

We roll and bake our buns every day!



## EATING & DRINKING



### What makes your business a good place to work?

We treat all our team with respect and appreciate all they do for us!

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

I love the stories of how people have been coming to Fuddruckers since they were kids!

### What can customers expect when they walk through your doors?

Friendly service, amazing food in a clean fun environment!

### OTHER FINALIST

- Stacked | A Montana Grill, 106 N Broadway

### CHINESE FOOD

#### Grand Garden Chinese Cuisine

15 years in business  
3839 Grand Ave.  
(406) 698-8689  
grandgarden.us

*There is no shortage of Asian food restaurants in Billings. You don't get to the top of that competitive niche without do-*

*ing a lot of things right.*

*Grand Garden Chinese Cuisine not only has fresh, consistently quality food, most of its customers are regulars who have tried other places but keep coming back.*

### What makes you stand out from the competition?

We strive to provide the best quality food and service to our community.

### What brings customers back to your business?

We work hard to ensure that our food is consistently good quality and our regular customers appreciate that we work hard to ensure the best possible dining experience.

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

We have been in business for 15 years.

### What makes your business a good place to work?

We are a small family-owned local business. Owners and managers are very attentive and caring for our employees.

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

We feel that Billings is one of the best places to do business and raise a family.

### What can customers expect when they walk through your doors?

A relaxed casual atmosphere with friendly staff.



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

The support we have received from the community is truly an honor. We work hard to provide the best possible dining experience and it is very rewarding to be recognized as the best Chinese cuisine for so many years in a row.

### What makes your business popular?

It is simply great food and great service.

### FINALISTS

- Asian Sea Grill, 1911 King Ave W STE 3&4
- Wild Ginger, 2713 Montana Ave.

### COFFEE SHOP

#### City Brew Coffee

24 years in business  
Various locations  
(406) 294-4620  
citybrew.com

*Don't be surprised if by the time you walk to the counter at your favorite City Brew, your favorite drink is already being prepared.*

*"We try to personalize each experience," says City Brew. "We know the names and drinks of our regular customers and we do our best to have their beverages prepared quickly, all while also being conversational and inviting."*

### What makes you stand out from the competition?

Our exceptional coffee, as well as our great team and their commitment to serving our customers.

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

We roast all of our own coffee right here in Billings, MT.

### What can customers expect when they walk through your doors?

A friendly face and a welcoming hello!



*Thank You*  
for placing your trust in us

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

City Brew Coffee has been serving the great city of Billings for nearly 25 years. We are grateful the community continues to embrace us.

## What's your secret to good customer service?

What we do is greater than making someone a cup of coffee. We care about our customers on a personal level. We believe it is important to be authentic and genuine.

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

We have crafted several programs that help highlight the efforts of those that have the biggest impact on our area and region. In 2015 we introduced our Coffee for Cause program which focuses on highlighting non-profits and first responders. And in 2021 we began partnering with One Class at a Time on KTVQ, which recognizes a deserving teacher each week with funds for the classroom and a City Brew gift card. We also have had the opportunity to volunteer with many of the non-profits we've highlighted.

## Fun fact about your business?

We have 32 locations total, with 10 convenient locations across the Billings area.

## COFFEE SHOP - FINALIST

### Rail//Line Coffee 2 years in business

104 S. 29th St.  
(406) 702-1816  
raillinecoffee.com

*Coffee is so good anyway, it's hard to imagine anything could make it better.*

## How about coffee with a social purpose?

"Rail//Line provides a holistic and individualized apprenticeship program to promote flourishing among underserved youth and adults, and to stimulate economic development in our neighborhood," the company says. "Our apprentices receive professional development training and on-going coaching as they work toward their long-term goals.

## What makes you stand out from the competition?

Rail//Line Coffee started as an idea in 2015 with the desire to create a space for the South Side community to gather together and develop relationships. We launched in 2020 as a social enterprise coffeehouse that uses business to empower leaders in our community through the gospel. We are unapologetically idealistic in our partnering with Christ to work in the lives of those we love and serve. Rail//Line Coffee



is a work of Community Leadership and Development, Inc. a Christian community development organization located directly across the street from Rail//Line. CLDI has been serving the South Side since 1981.

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

Our community is the reason we are here. We are so thankful to have a spot within our neighborhood that facilitates community connection on a deep level through coffee and food. Our neighbors are loved, appreciated, and cared for and we consider it a profound privilege to share in relationship with them.

## What can customers expect when they walk through your doors?

Our customers have come to expect an excellent customer experience with impeccable service, top-tier quality products, and a life-giving atmosphere. We view everyone through the lens of imago

Dei - that all are created worthy of dignity and respect no matter their appearance, background, or life circumstances.

## OTHER FINALIST

- Classy N Sassy, 1313 Broadwater Ave.

## DOUGHNUTS

### Miss Gigi's Sweets 4 years in business

2401 2nd Ave. N.  
1313 Grand Ave.  
509 24th St. W.  
(406) 647-9363  
missgigisweets.business.site

*It seems like such a cliché, the notion that anyone could actually "taste the difference" in a well-made baked good.*

*But, take one bite of anything baked at Miss Gigi's Sweets and you'll be a believer. Here's the secret.*

*"We are a made-from-scratch bakery. The freshness and quality goes into everything made," the bakery says. "Everything made is done with care and the customer in mind."*

## What makes you stand out from the competition?

Our fun, fresh flavors, which are often trendsetting in the area.

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

It's not only women owned, but Veteran owned as well. As a partnership, we have multiple owners. The majority owner is a woman, but two of the other owners are military veterans.

## What makes your business a good place to work?

We are family oriented, and make our employees feel like part of the family. Our employees grow with us.

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

The community support is amazing! Our regulars brighten our day!

## What can customers expect when they walk through your doors?

Warm, friendly service and great food.

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

It lets us know we are doing it right, and making product to be proud of.

## What are you most proud of?

How far we've come in the last two years since we got our first store front.

## What's your secret to good customer service?

We treat everyone with the same service we would like to get if we are a customer.

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

We donate time, product, and money to various charity events around town, like Shop with a Cop.

## How do you build trust with customers?

We give them the same excellent quality of service and product every time.

## What makes your business popular?

We not only keep the regular favorites, but we listen to customer feedback and have created some fun new special flavors based off of those ideas.

## Fun fact about your business?

Most of the employees are family.

## FINALISTS

- Albertsons, various locations
- Doughnuts, 805 24th St W Suite 2



## EATING & DRINKING



### FAMILY RESTAURANT

**Pizza Ranch**  
41 years in business  
2505 King Ave W  
(406) 294-3663  
pizzaranch.com

#### FINALISTS

- Montana Club, 1791 Majestic Ln
- Texas Roadhouse, 1824 King Ave W

### FOOD TRUCK

**Montana Melt**  
6 years in business  
(406) 697-2107  
See Facebook and Instagram

#### FINALISTS

- Local Berry Acai
- Sandee's Drive Inn, 1125 S 27th St

### FRESH MEAT/ SEAFOOD (GROCER)

**Alaskan Seafood Guys**  
4 years in business  
3201 Hesper Rd., Unit 1  
(406) 534-2778  
alaskanseafodguys.com

#### FINALISTS

- Ranch House Meat Co., 3203 Henesta Dr.
- Seafoods of the World, 5800 Interstate Ave.

### FRIED CHICKEN

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

*Not everyone who goes to Tiny's is a Broncos fan, or someone who just wants a cool beer in a friendly neighborhood bar.*

*A lot of people go to Tiny's just for the fried chicken. And, you can't count the*



*number of people who ordered boxes full of Tiny's chicken for take-out to their family reunion or office party.*

**What brings customers back to your business?**

Hopefully the atmosphere of a neighborhood restaurant.

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

How much we appreciate the support Billings has shown us.

**What makes your business a good place to work?**

Family are friends. Friends are family.

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

The community.

#### FINALISTS

- Kal's Chicken Coop, 805 24th St W Suite 2
- Pizza Ranch, 2505 King Ave. W.

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## FROZEN YOGURT

**Billings Best Yogurt**  
11 years in business  
1001 Shiloh Crossing Blvd, #5  
(406) 652-6000  
billingsbestyogurt.com

### What makes you stand out from the competition?

BBY is a family-owned and operated business that offers a warm and personal experience. Customers are greeted at the door, oriented to the shop and free to explore our goods at their own leisure.

### What brings customers back to your business?

Customers are impressed by our high-quality yogurts, the frequent rotation of flavors, and the friendly service.

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

Billings Best Yogurt came under new management in 2021. Since this transition, BBY has expanded its selection of refreshing treats including: Italian sodas, milkshakes, banana splits, energy drinks, and fro-yo cookie sandwiches.

### What makes your business a good place to work?

BBY offers flexible work hours, a fun and relaxed work environment, and offers employment opportunities for youth and students.

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

Billings and the surrounding area is home to diverse communities who make our business experience rich, fun and unique.

### What can customers expect when they walk through your doors?

BBY is a clean and accessible environment that accommodates people of all ages and abilities.

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

For a business under new management to win Best of the Best for the last 2 years is appreciated immensely and shows how much the community values our business.

### What are you most proud of?

BBY is proud to be a locally-owned, woman-owned business and all that we have accomplished in such a brief time.

### What's your secret to good customer service?

Professional, knowledgeable, and empathetic staff is the key.

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

BBY partners with other local businesses and provides gift cards for local fundraisers for causes we believe in.

### How do you build trust with cli-



### ents?

We build trust with our customers by striving for personable and genuine interactions, and providing consistent high-quality service to everyone who comes through the door.

### What makes your business popular?

BBY is conveniently in Shiloh Crossing, near several shopping centers. Our quality yogurt and variety of flavors and toppings makes BBY a place where anyone can find something they enjoy.

### Fun fact about your business?

BBY is the longest operating frozen yogurt shop in Billings.

## FINALISTS

- Spinners, 3031 Grand Ave.
- U-Do Yogurt, 27 Shiloh Rd UNIT 5

## ICE CREAM

**Candy Town USA**  
6 years in business  
820 Shiloh Crossing Blvd, Suite 1  
(406) 651-9196  
candytownusa.com

*Feeling nostalgic, or wonder why*

*grandma and grandpa are always going on about the good old days of soda fountains?*

*Visit the old-time soda fountain at Candy Town USA and you'll know why it's the best ice cream place in the region.*

### What makes you stand out from the competition?

Our old-fashioned soda fountain with hand-stirred milkshakes and malts, sodas and phosphates, our ice cream sodas, and Made in Montana Wilcoxson's Ice Cream.

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

There are 2 things our customers may not know. #1 - We are not a franchise. We are independently owned and operated. This is the only Candy Town USA. #2 - We are moving locations this winter. We will still be in Shiloh Crossing but we will be right next to Party America and close to Scheels. We are very excited about the move.

### What makes your business a good place to work?

The awesome customers, the fun environment, and our candy and ice cream.

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

We have the BEST community. We absolutely love our customers and it is so fun to see familiar faces every day and

hear about their families and what is going on in their lives. We have made some amazing friendships.

### What can customers expect when they walk through your doors?

The delicious smell of our homemade confections, gourmet popcorn, waffle cones, cotton candy, fudge, caramel apples, and being greeted with a smile.

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

That means that our customers love us as much as we love them. Thank you for your votes!

### What are you most proud of?

The opportunity to serve our community in ways that are sweet!

### What's your secret to good customer service?

Building relationships with people and making sure that they find what they are looking for. Making sure that they always have a great time when they are here and leave with a smile on their face.

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

We do fundraisers, sponsorships, and we also donate gift cards and gift baskets.

### How do you build trust with customers?

We build trust with our customers by using honesty and integrity in all that we do.

### What makes your business popular?

It is fun for the whole family. You can come in and find all of the sweets you want or sit at our old fashioned soda fountain and have the best ice cream treat and play a game.

### Fun fact about your business?

Our Fluffer Nutter milkshake has been known by many customers to induce labor in expecting mothers. So if you are expecting and are close to your due date you better stop in and try it out.

## FINALISTS

- Big Dipper Ice Cream, 100 N Broadway
- Wilcoxson's Ice Cream Co., 114 N 19th St.

## INTERNATIONAL FOOD

**Siam Thai Restaurant**  
21 years in business  
3210 Henesta Dr Suite G  
(406) 652-4315  
siamthaibilings.com

## FINALISTS

- NaRa, 3 Custer Ave
- UMI Japanese Steakhouse & Sushi Bar, 1603 Grand Ave #105



## ITALIAN FOOD

**Ciao Mambo**  
12 years in business  
2301 Montana Ave.  
(406) 325-5100  
ciamambo.com

*Don't be fooled by Ciao Mambo only being open for dinner service. Their cooks arrive early in the day to start making the sauces, dough, meatballs and other ingredients early.*

*"Our fresh, made-to-order food. We make every dish once the guest orders it, so we have the flexibility to modify anything (for the most part) to one's liking," the restaurant says of its 75-plus item menu.*

### What brings customers back to your business?

Piping hot, classic Italian food, familiar faces with outstanding customer service and a wine list with the biggest Italian wine selection in Billings.

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

Half of our employees have been here more than 5 years. We have 5 employees who have been with the company for 10 or more years.



### What makes your business a good place to work?

We pride ourselves in taking care of our employees to create a great work/life balance. We allow the flexibility for those in school, on sports teams, or rais-

ing families. etc. We also take a couple extra days off around some holidays to allow our staff members to enjoy time with loved ones. One of our motto's is "you take care of us, and we will take care of you". We are one big Mambos family.

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

The community itself! Billings and the surrounding areas support local business so well.

### What can customers expect when they walk through your doors?

Customers should feel welcomed, and at Ciao Mambo they will be greeted by a friendly, familiar smile, the hustle and bustle of the open-concept kitchen, and the sound of Frank Sinatra singing over the speakers.

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

It's great to know that our community appreciates what we have been doing for the past 12 years. It's what we strive for year after year.

### What are you most proud of?

The staff's hard work, dedication, and consistent hospitality.

### What's your secret to good customer service?

Going above and beyond. Making our

guests feel welcome and comfortable every time they visit.

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

We always try to support our community by giving back in any way we can. From sports sponsorships to donation baskets, we will always be willing to support Billings!

### How do you build trust with customers?

Getting to know them on a personal level, beyond surface level.

### What makes your business popular?

We take in a wide variety of clientele. From those catching a play at the Nova or a concert at the Metra, or first dates and 60th anniversaries, a quiet date night, or large family outings- we cater to a broad spectrum of people. And of course our Nacho's All' Italiana are a big hit!

### Fun fact about your business?

We don't own a microwave.

## FINALISTS

- Bistro Enzo, 1502 Rehberg Ln.
- Olive Garden Italian Restaurant, 2201 Grant Rd.

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(406) 651-9196  
CandyTownUSA.com

**Are you ready to satisfy your sweet tooth?**



## JAPANESE FOOD

### UMI Japanese Steak House & Sushi Bar

8 years in business  
1603 Grand Ave, Suite 105,  
Billings, MT 59102  
(406) 702-7600  
umibillings.com/

#### FINALISTS

- NaRa, 3 Custer Ave.
- Wild Ginger, 2713 Montana Ave.

## MEXICAN FOOD

### Guadalajara

27 years in business  
1213 Grand Ave.  
17 North 29th St.  
1403 Main St.  
1431 Country Manor Blvd, Suite 2  
335 1st St., Havre  
guadalajararestaurantmt.com

**What makes Guadalajara's Mexican beef dishes so good?**  
Montana beef.

"We are lucky to live in a region with some of the best beef in the world, in our opinion it makes our dishes mixed with our spices from Mexico that much better," the restaurant says.

#### 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.

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

We have recently opened up 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 consume' (bone broth) for dipping.

#### What makes your business a good



#### place to work?

It consists of our wonderful family and local. 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 you most proud of?

To still be in business after COVID! After seeing so many businesses suffer, the support that we have been given is something we are beyond grateful for!

#### What's your secret to good customer service?

Trying to teach the staff that if it wasn't for our customers, we couldn't be here. They have so many places they could choose yet, they chose us!

#### 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



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# EATING & DRINKING



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.

### FINALISTS

- Fiesta Mexicana, 980 S 24th St. W.
- Sarah's Mexican Food, 310 N 29th St.

### MICRO BREWERY

#### Canyon Creek Brewing

23 years in business

3060 Gabel Rd

(406) 656-2528

canyoncreekbrewing.com

### Is there anything better than good beer with good friends?

No.

And, Canyon Creek Brewing has figured out how to make both things better.

### What brings customers back to

### your business?

Good service and good beer.

### What makes your business a good place to work?

The customers are great people, they like the service that we give them.

### What can customers expect when they walk through your doors?

Clean and plenty of sitting and good service.

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

That people of Billings like our beer and service they get. Thanks to all of you.

### What are you most proud of?

The employees and their hard work at making the customers happy.

### What's your secret to good customer service?

Keeping the employees happy.

### What makes your business popular?

Good drinkable beers.

### Fun fact about your business?

Beer and friends having a good time.

### FINALISTS

- Angry Hank's Microbrewery, 20 N 30th St
- Montana Brewing Company, 113 N Broadway

### PIZZA

#### Carbone's Pizzeria and Pub

10 years in business

3925 Grand Ave.

(406) 281-8431

carbones406.pizza

*Pizza is easy to find in Billings. There is no shortage of chain places offering cheap pizza that's all pretty good.*

*But, what's missing from most of those pizza joints is people, customers from the neighborhood greeting each other over beer and a slice.*

*Carbone's Pizzeria and Pub is a neighborhood pizza place with great pizza.*

*"Our hometown feel has neighbors meeting neighbors," the business says. "Our customers know we are dedicated to them, their needs and expectations and in turn we feel we have earned their dedication."*

### What brings customers back to your business?

Our staff is a big part of our success and what keeps our customers coming back. Of course I can't forget to mention the great pizza, pastas, salads, appetizers and beer selections. Did I mention the great pizza?

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

We are continually learning to adapt to the changing needs of our customers and the larger market. It's been a challenging few years and we strive to stay consistent and serve our customers to the very best of our ability.

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

The generous community we serve. We are always in awe of the generosity of our customers and community with their willingness and desire to help others, lift them up and celebrate them in their time of need. We love being part of all that entails and we feel embedded in that partnership.

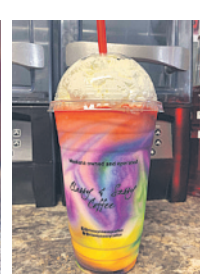
### What can customers expect when they walk through your doors?

A consistent product with consistently great service.

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

It means everything. We love what we do, what we serve and how we make our customers feel. We feel that by getting this award it shows how much we put into making Carbone's the best pizza in town, it's the sum of all the great ingredients together.

# Thank You

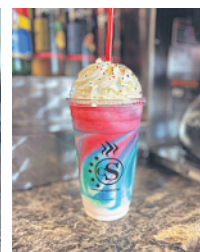


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1508 Main St.  
1221 6th Avenue North

**(406) 890-0806**  
classynsassycoffee.com

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### What are you most proud of?

Again, I would say our consistency; in product, staffing and in meeting the expectations at every visit, every week, month and year.

### What's your secret to good customer service?

That is always easy to answer, our employees. We look to hire the most personable and energetic people because what our employees project is what we get back from our customers. It is the recipe for a great and loyal following.

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

Carbone's is a family business, always has been and always will be, and family takes care of family. This great big town is like a family and it has the biggest heart. We are proud and grateful to lend our support to a variety of causes that touches our community and its heartbeat.

### Fun fact about your business?

Seven days without pizza makes one weak.

## FINALISTS

- Bullman's Wood Fired Pizza, 1005 Shiloh Crossing Blvd.
- MacKenzie River Pizza Co., 3025 Grand Ave.

## PLACE FOR ROMANTIC DINNER

### Buffalo Block Prime Steakhouse

3 years in business  
2401 Montana Ave  
(406) 245-7477  
buffaloblock.com

*Lots of restaurants have their steaks shipped in frozen. The steaks come sealed in plastic and that's good enough for a lot of steak houses.*

*Not Buffalo Block.*

*"To ensure that we can provide not only the best quality but the best possible prices in such a volatile market, we butcher our steaks in-house," the restaurant says. "Though somewhat time intensive, we are able to control the product we put onto the plate. This also allows us the opportunity to offer custom cut steaks. You tell us how many ounces, Chef will cut the steak."*

### What makes you stand out from the competition?

Not all steaks are created equal and we offer the best. USDA Prime grade is reserved for the absolute best beef available, where only 2% of US beef qualifies. We don't stop there in our quest for the perfect steak because we wet and dry age our steaks to bring out the best fla-



vors and texture possible. Most wet aging ranges from 4-10 days but we wet age for 30. Typical dry aging ranges from 15-28 days, but we dry age our steaks for 40 days. We also prepare our steaks over our signature blue oak wood-fired grill.

### What brings customers back to your business?

Not only are we bringing the highest quality steaks to the table, but we have extremely high service standards as well. When our guests choose Buffalo Block, we want to make sure they know how much we value and appreciate their patronage. We will always go above and beyond for our valued guests.

### What makes your business a good place to work?

We are a family first business. Locally family owned and operated, we understand the importance of family and we have cultivated a unique working environment. Not only do we offer room for growth, but we offer benefits such as primary care and other health benefits. Every dollar spent goes back to the employees or into the operations of the Restaurant. We invest in our employees and have created a solid work family dynamic.

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

Billings (and Montana in general) has been so good to us! We work extremely hard to bring a unique and new experi-

ence to Billings every day when we open our doors. We truly appreciate each and every person that walks through our door, whether it's their first time in or their 50th. Opening a restaurant right before Covid was not ideal, but this community stood by us and pivoted with us. We are so eternally grateful for the continued support and kind words.

### What can customers expect when they walk through your doors?

All of our guests can expect a kind welcome, uniquely crafted cocktails, the best wine list in the state, a killer steak (or entrée of choice), and service that exceeds all expectations. From start to finish, we strive to ensure all of our guests feel our passion for what we do and the products we serve.

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

It is a very humbling experience to be recognized as "The Best". Not just for the restaurant, but for our outstanding team that devotes their lives to perfecting their craft - from the kitchen to our hosts, they exemplify professionalism. We are extremely grateful and these awards are for them.

## FINALISTS

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

## PLACE FOR LUNCH

### Topz Sandwich Company

8 years in business  
900 S 24th St. W, Ste 6  
4007 Ave. B  
320 Main St.  
(406) 969-1043  
topzsandwich.com

*Anyone who has ever peeked into the preparation area of most fast-food restaurants has seen the giant boxes of ingredients shipped in frozen from some warehouse in the Midwest.*

*Not at Topz Sandwich Company. Peek in their kitchen and you'll see fresh meats, fresh vegetables, fresh cheese, fresh everything.*

### What makes you stand out from the competition?

Topz Sandwich Company stands for quality and convenience. We are one of few fresh food drive-throughs in Billings proudly serving top of class meats with an emphasis on preservative free-clean label food. We are also the only sandwich shop in the nation that serves white cheddar queso and fresh fried house chips paired perfectly with high quality stacked deli sandwiches.

### What brings customers back to your business?

Our customers trust Topz to always look out for them. Whether using our catering services, delivery, drive thru, or dining room customers can count on a superior sandwich and high quality experience.

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

Our customers trust Topz to always look out for them. Whether using our catering services, delivery, drive thru, or dining room customers can count on a superior sandwich and high quality experience.

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

We are now selling franchises nationwide and looking forward to putting the Billings food scene on the map around the country.

### What makes your business a good place to work?

The culture and growth opportunities.

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

Billings is a great place to operate and grow a business.

### What can customers expect when they walk through your doors?

A comfortable environment, greets with a smile, white cheddar queso, and the best deli meat you have ever tasted.

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



Being voted Best in Billings solidifies Topz as the Sandwich Authority in Billings. This is our 3rd annual Best Sub and 1st Annual best lunch in Billings. We are unbelievably grateful that our customers continue to choose Topz for their sandwich cravings.

**What are you most proud of?**

The great people that create our company. They have shown perseverance, dedication, and focus as we have grown rapidly in Billings over the past few years. Topz currently has the best management team and staff we have ever had.

**What's your secret to good customer service?**

Happy team members.

**How do you build trust with customers?**

We are focused on the relationship with our customers and less concerned with the transaction itself.

**What makes your business popular?**

Our customers, the Billings community, and QUESO.

**Fun fact about your business?**

We have prospects interested in opening Topz Sandwich Company stores in Idaho, Arkansas, Texas, Montana, Florida, Utah, and Kentucky.

**FINALISTS**

- Caramel Cookie Waffles Co., 1707 17th St. W.
- Montana Brewing Company, 113 N Broadway

**RIBS**

**Blue's BBQ**  
 18 years in business  
 523 Hilltop Road  
 (406) 245-2583  
 Bluesbbqbillings.com

*You can say you can resist Blue's BBQ all you want. If you drive anywhere near the place, you'll stop in.*

*"The first thing our customers experience is the best smell in the world," says Blues. "In fact we get asked all the time if we can bottle the BBQ smell. It reminds us of sitting around a campfire with our friends and family. It is summer all year long at Blue's BBQ."*

**What makes you stand out from the competition?**

Blue's BBQ is a family owned and run business. We pride ourselves in developing our own homemade recipes and pro-

viding our customer's with a homemade meal at a reasonable price.

**What brings customers back to your business?**

At Blue's we strive to provide the highest quality products and the lowest possible price. All of this and served with a smile. We have had some of our customer's since 1995. We have made many wonderful friends over the years through our business.

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

Blue's BBQ started in a small stand in the back of a grocery store in Wyoming. We opened Blue's BBQ on April 19, 1995. Smoked meat (Texas-Style BBQ) was not known very well in that part of the United States at that time. We sampled out more meat then we sold the first year to introduce people to the rich deep flavor of smoked meat.

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

We moved our business and family to Billings in 2004. Billings was a very welcoming community and has supported our business for over 18 years. Over almost a span of 2 decades we have seen the community of Billings come together to support each other through medical

crisis, floods, fires, helping to send children to camps and colleges and the list goes on. Living in a community where neighbors truly do care about each other is a very rewarding and enriching experience.

We have been privileged to be a part of people's lives in our community. They have trusted us with their weddings, graduations, family reunions, company picnics, business grand openings, and celebration's of life. We are honored to be a part of such a wonderful community.

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

To be voted the Best of the Best in Billings makes all of the hard work throughout the year worth it!! Thank you so much for voting for us!

**What are you most proud of?**

We are most proud of our employees and suppliers this year! Like everyone all over the United States we have struggled to have enough staff. Our staff steps up to the plate every single day and works hard with the very best attitudes. It has not been easy as a supplier this year either and our suppliers have worked hard to make sure we have quality products and enough product to keep our doors open.

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## What makes your business popular?

We have authentic smoked barbecue and homemade sides!! We work hard to keep our prices affordable so a family can get a home cooked wholesome meal at a good price. We believe in providing the tastiest meal and the best price possible and not sacrificing the quality of our product.

### FINALISTS

- CJ's Ribs, 2455 Central Ave.
- Texas Roadhouse, 1824 King Ave. W.

### SEAFOOD

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

The restaurant Enzo isn't afraid to let you see their kitchen. It has an open view to the public and is the first thing you see when you want in the door. And, everywhere else you look, and everything else that happens during your dining experience can be described in one word – classy.

"Our beautifully designed open kitchen is the first thing you will see when you walk through the front doors," the restaurant says. "You can't miss the amazing artwork by Kira Fercho, the fire from our wood fired pizza oven from Italy, and very welcoming hosts and culinary staff greeting our guests."

## What brings customers back to your business?

Great food, excellent hospitality, and consistency. By focusing on hospitality, it 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. We believe the way you make people feel is what they will remember the most, and pairing that with the best food is a winning combination.

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

We are exploring possibly acquiring a new restaurant. Not another Enzo but a similar concept. Stay tuned.

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

Like I have said in past years, being someone's favorite anything is the highest honor we can receive. That is something that can never be argued. We are very honored to win a different award this year, and are so thankful for all of the votes.

## What are you most proud of?

I am most proud of our staff and their commitment to providing the best hospitality, the best quality of food, and working hard every night to make sure our guests have the best experience possible. Alex Bean, our head chef, does an amazing job sourcing the best fresh seafood from all over the world, the best local beef, and overall the highest quality food that we could possibly find in a challenging time where suppliers have limited supply and prices are fluctuating each week.

## What's your secret to good customer service?

Our goal is to provide the best experience to make each visit a memorable one for all of our guests. We try and customize the experience for each guest; that is what allows for those moments of satisfaction. We have a lot of birthday and anniversary celebrations each night, and multiple marriage proposals take place throughout the year. We love that these special moments are celebrated at Enzo regularly.

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

We try and donate to every charity event that we can throughout the year from gift baskets, cash donations, and gift cards for

auctions. Last year we celebrated a very successful year and it was because of all of the support and love from the community. We are very thankful, blessed, and eager to give back as much as we can in return.

## What makes your business popular?

Enzo is a Billings staple. The goal was to enhance what was already there for over two decades and bring new energy and ideas to the established business. We've made some great changes without changing too much. We love throwing events like extravagant wine dinners, catering small weddings, live music, and hosting dinners for large companies or organizations like the Alberta Bair Theater.

## Fun fact about your business?

We have special events every month including wine dinners with different wine-makers from all over the world, and we also have live music every Monday. Follow us on social media for special event announcements. We will also start construction for a new patio this coming spring!

### FINALISTS

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

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## STEAK

**Buffalo Block Prime Steakhouse**  
 3 years in business  
 2401 Montana Ave  
 (406) 245-7477  
 buffaloblock.com

*Buffalo Block doesn't have a single way it treats diners.*

*"We walk the walk," the restaurant says. "In order to provide our guests the best possible experience, we listen. Each guest experience is different, so we navigate each situation individually. At the end of the day, we want everyone to leave happy and full."*

### What are you most proud of?

The family we have created at Buffalo Block. They are the reason that the restaurant is so successful and we wouldn't be here if not for them. We are also so proud to be a part of continuing the downtown legacy by breathing new life into The Rex Hotel building.

### What's your secret to good customer service?

Good customer service starts from the top down - ownership, management, all team members. Treating people with



kindness and respect is paramount. Understanding that each situation is different and unique and being able to adapt accordingly. Being a team player and always offering to help those around you regardless of your personal situation.

### What are some of the things you do

### to give back to the community (charity work, donations, etc.)?

The Buffalo Block family believes in community support and giving back. We support educational missions and veteran services, among others. We have also provided multiple dinners to organiza-

tions auctions.

### What makes your business popular?

The standard is to try and set ourselves apart by offering new, exciting, unique and flavorful dishes and cocktails. Though our menu is built on steakhouse classics, we spend a tremendous amount of time planning and executing specials, switching up menu sets seasonally, and exploring dishes that we believe Montanans will love. Not only do we execute culinary excellence, we also offer a "Cocktail of the Month" to draw attention to our amazing mixology.

### Fun fact about your business?

Buffalo Block was named by Rick and Nicki's granddaughter after seeing the bricks in the building. The name stuck! Not just because of those old paving bricks, but also because "Buffalo Block" seemed to capture decades of history, harkening back to the days of Buffalo Bill and when the hotel bar went by the name of "Buffalo Bar."

## FINALISTS

- Edgar Bar, 105 Elwell St., Edgar MT
- Montana's Rib & Chop House, 1849 Majestic Ln



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## SUB SANDWICH

**Topz Sandwich Company**  
**8 years in business**  
 900 S 24th St. W, Ste 6  
 4007 Ave. B  
 320 Main St.  
 (406) 969-1043  
 Topzsandwich.com

*Let's say you've got good friends over and you're fixing them lunch, or something you all can take on a picnic. You'd used only the freshest ingredients you could find.*

Topz Sandwich Company is like that, only the freshest for their friends, the thousands of regular customers that have made the fast-food restaurant a lunch destination for nearly a decade.

### What makes you stand out from the competition?

Topz Sandwich Company stands for quality and convenience. We are one of few fresh food drive-thrus in Billings proudly serving top of class meats with an emphasis on preservative free-clean label food. We are also the only sandwich shop in the nation that serves white cheddar queso and fresh fried house chips paired perfectly with high quality stacked deli sandwiches.

### What brings customers back to your business?

Our customers trust Topz to always look out for them. Whether using our catering services, delivery, drive thru, or dining room customers can count on a superior sandwich and high quality experience.

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

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

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### What makes your business a good place to work?

The culture and growth opportunities.

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

Billings is a great place to operate and grow a business.

### What can customers expect when they walk through your doors?

A comfortable environment, greets with a smile, white cheddar queso, and the best deli meat you have ever tasted.

### What does it mean to be voted Best



### of the Best?

Being voted Best in Billings solidifies Topz as the Sandwich Authority in Billings. This is our 3rd annual Best Sub and 1st Annual best lunch in Billings. We are unbelievably grateful that our customers continue to choose Topz for their sandwich cravings.

### What are you most proud of?

I am most proud of the great people that create our company. They have shown perseverance, dedication, and focus as we have grown rapidly in Billings over the past few years. Topz currently has the best management team and staff we have ever had.

### What's your secret to good customer service?

Happy team members.

### How do you build trust with customers?

We are focused on the relationship with our customers and less concerned with the transaction itself.

### What makes your business popular?

Our customers, the Billings community, and queso.

### Fun fact about your business?

We have prospects interested in opening Topz Sandwich Company stores in Idaho, Arkansas, Texas, Montana, Florida, Utah, and Kentucky.

on serving our customers delicious genuine dishes.

### What makes you stand out from the competition?

The key to our success is simple: providing quality consistent food that tastes great every single time.

## FINALISTS

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

## WAIT STAFF

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

*The owners of the Marble Table restaurant in Billings didn't name it that because the hugely popular eatery is posh.*

*The owners are named Marble and they wanted diners to feel like they were sitting in the comfort and friendship of the dining room at their home.*

*"Love. Friendship. Kindness. Love in how we speak to our guests at our table to the amazing food prepared with love," the Marbles say.*

### What brings customers back to your business?

Consistency is something we strive for everyday. Not only in the food but the atmosphere. Warm welcome with warm décor, just like home.

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

Why we named it The Marble Table. We wanted our customers to feel like they are our family; sitting down at our, table in our home.

### What makes your business a good place to work?

Respect. Appreciation. Kindness. Grace. Teamwork. Honesty. Our employees don't work for us, they work with us. We cannot do it without every single one of them from Dishwashers and Hosts to our Servers and Kitchen staff. We are all here to serve our customers.

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

Billings is home for us. We have lived other places but grew up here. Our friends and "family" make us feel welcomed.

Opening our restaurant in November of 2020 was such a risk. We feel so loved by our wonderful city and it is like you have all been on this journey with us and we are so grateful. We absolutely love being down on Montana Avenue. Billings is called the Magic City. The reason they called it that was once the railroad came

## FINALISTS

- Firehouse Subs, 2950 King Ave. W STE 4
- Jersey Mike's Subs, 1020 Shiloh Crossing Blvd Suite 2

## SUSHI

**NaRa Restaurant**  
**26 years in business**  
 3 Custer Ave  
 (406) 245-8866  
 narabillings.com

## FINALISTS

- Fancy Sushi | Asian Fusion, 1313 Grand Ave STE 3
- Okinawa Sushi & Asian Bistro LLC, 1414 Main St

## THAI FOOD

**Imperial Thai Cuisine**  
**6 years in business**  
 216 N. Broadway  
 (406) 969-3330  
 imperialthaicuisinemt.com

*The key to our success is simple: providing quality consistent food that taste great every single time. We pride ourselves*



## EATING & DRINKING



Montana Avenue was the heart of Billings. Opening shops right where we are now. Letting the “magic” of Billings bless the business owners of past and present. We had a dream of over 20 years to open our own place. Thank you for being there for our family. We are so eternally grateful. Montana Avenue is not the end of downtown Billings...it is where it all started.

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

It is such an honor. Thank you for recognizing all the hard work our “family” puts in to serving you each and everyday.

### What’s your secret to good customer service?

The Golden Rule. Treat others the way you want to be treated. Simple.

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

We want to help our community when we are able. That is definitely our heart. If that means helping benefits with their silent auctions by donating a dinner for two, raising money for Montana Hope Project, sponsoring Little League teams, sponsoring various athletes, and helping our staff anyway we can. Being involved in Historic Montana Avenue Association

helping to better historic Montana Avenue for years to come. We believe you should be invested in your community however you can. Be there for one another. Share a smile with a passerby. You never know how just one little smile and a warm hello can change a person’s perspective. That’s how we give back...everyday.

### What makes your business popular?

Amazing comfort food from scratch. Great service. A personal touch.

### FINALISTS

- Buffalo Block Prime Steakhouse, 2401 Montana Ave.
- Canyon Creek Brewing, 3060 Gabel Rd.

### WINGS

**Tiny’s Tavern**  
38 years in business  
323 N. 24th St.  
(406) 259-1625  
Tinystavern.com

*Remember the theme song from the classic TV show “Cheers,” “where everybody knows your name”?*



*It won’t take many visits to Tiny’s for everyone to remember your name. It’s that kind of neighborhood bar. The bonus is, they have really good fried chicken.*

### What brings customers back to your business?

Hopefully the atmosphere of a neighborhood restaurant.

### What’s something your customers may not know about your business?

How much we appreciate the support Billings has shown us.

### What makes your business a good place to work?

Family are friends. Friends are family.

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

The community.

### FINALISTS

- Buffalo Wild Wings, 411 S 24th St. W.
- Grandstand Sports Bar and Casino, 905 Grand Ave.



**REILLY PARISOT**  
ACCOUNT EXECUTIVE  
BILLINGS GRAND

# MONTANA’S BRAND OF INSURANCE

Thank you for voting us Billings Best Insurance Agency!

And congratulations to Reilly Parisot for being named Billings Best Insurance Agent. We are proud to have him on our team!



1405 Grand Avenue | 406-371-8115



## CANNABIS PROVIDER

**Seed of Life Labs**  
5 years in business  
5702 Sterns Circle  
(406) 702-7655  
seedoflifelabs.com

*Seed of Life Labs refused to settle.*

*"Business constantly moves, it changes, ebbs and flows," Seed of Life Labs says. "If your business does not evolve, or continue to innovate, you will not move with it. So many people are willing to settle for what works, or what gets the bills paid."*

### What makes you stand out from the competition?

We consistently refuse to settle. Business constantly moves, it changes, ebbs and flows. If your business does not evolve, or continue to innovate, you will not move with it. So many people are willing to settle for what works, or what gets the bills paid.

### What brings customers back to your business?

The combination of our knowledgeable and friendly staff, with the highest quality of product at competitive prices, brings in many returning customers. Our dispensaries located in Billings, Miles City, Glendive, and Havre are conveniently located, and staffed with a friendly team to greet you and serve your needs.

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

We strive to be the best at everything we do. From cultivation to retail, we implement the best and newest technology to make the customers' cannabis experience unforgettable.

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

It offers us the opportunity to give back to this beautiful community.

### What can customers expect when they walk through your doors?

A pristine dispensary with a wide variety



of products available and a smiling face behind the counter, greeting you by name.

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

That is who we strive to be, the best.

### What are you most proud of?

The Seed of Life Labs family we created in the process of building this company. The incredibly loyal customer base we've been able to serve is integral. But, we would not be where we are today without the dedication of our extraordinary team members. Every one of our employees put in their heart and soul to get us where we are today. Nothing could make us more proud.

### What's your secret to good customer service?

Creating a good work environment is key. Genuine happiness is felt by the customer.

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

We make monthly donations to local community organizations or members in need.

### How do you build trust with customers?

Transparency and honesty.

### What makes your business popular?

The key to success is a combination of multiple things. Our high quality product speaks for itself, but it is the customer service that sets us apart from our competition.

## FINALISTS

- MariMint, 1415 S 32nd St. W.
- Stink Blossom, 1031 US-87

## CHIROPRACTIC OFFICE

**Meier Family Chiropractic**  
16 years in business  
3419 Central Ave., Suite C  
2908 2nd Ave. N.  
(406) 651-5433  
meierchiropractic.com

*If you want to get help with a physical problem, you're welcome at Meier Family Chiropractic. But, if you want to learn how to improve your health and well-being forever, they provide that service, too.*

*"At Meier Chiropractic, we empower people and teach them how to live a healthier life and feel better every day instead of*

*just reacting to symptoms," the company says.*

### What brings customers back to your business?

We strive to make each patient feel heard and cared for. We have created a calm environment in the office where they can come in and relax and be confident. They will feel better mentally and physically after they leave.

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

A lot of people don't know we have two locations and our West End clinic is open on Saturday. Our West End is 3419 Central Ave and our downtown clinic is just off of Skypoint on 2nd Ave N.

### What makes your business a good place to work?

We value each team member and the strengths they bring to our team. We have weekly meetings and monthly team building to ensure that our communication and goals are aligned to provide the best experience for both our staff and our practice members.

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

People really care in Billings. It is incredible to have a business here for 16 years and feel the love and support from

All of us would like to thank our valued clients for your support!  
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Tuesday-Thursday : 5-9pm  
Friday & Saturday : 5-10pm



the community. We are also very excited to be a part of the growth downtown and we enjoy the unique vibe that downtown offers.

### What are you most proud of?

My husband and I are most proud of the fact that we have owned a business and have worked together for 16 years and we are still happily married. The challenges and the rewards have both been massive, but we are still enjoying the process. As we evolve and grow as a family and a business it is still exciting to see what we have created together.

### What's your secret to good customer service?

People won't remember what you say, but they will remember how you make them feel. We want to make each person who walks into our clinic feel heard and cared for.

### What makes your business popular?

The last few years have really put a spotlight on health and overall wellness. People are educated more about prevention and are proactive about their health instead of focusing only on "sick care." At Meier Chiropractic we empower people and teach them how to live a healthier life and feel better every day instead of just

reacting to symptoms. We are finding that people are seeking this knowledge and are willing to do the work to elevate their quality of life. We are blessed to be able to help.

### Fun fact about your business?

We are all super-competitive. From step competitions during the work day, to ping pong and air hockey at our Christmas party- this group likes to win. We have a lot of fun together and we are so happy to have won Best Chiropractic Clinic this year. Thank you to all who voted.

## FINALISTS

- BARE Chiropractic, 3839 Grand Ave. STE #5
- Heights Family Chiropractic, 926 Main St. STE 15

## DENTAL PRACTICE

### Brewer Dental Center 30 years in business

2900 Central Ave., Bldgs. 1 and 2  
710 Main St.  
(406) 656-6100  
Brewerdentalcenter.com

*At Brewer Dental Center, they know that trust has to be earned. Their goal is to earn trust by listening, learning, and providing for each patient in a personal way. They know that many patients have had experiences with a dentist at some point in their life that compromised their trust. "We know that can be a difficult obstacle to overcome, Brewer Dental explains. "We respect our patients and the experiences that make them who they are. Respecting their wishes, providing education, never pressuring, and being there when they need us, are the daily mantras that help us continue to earn the trust of our patients."*

### What brings customers back to your business?

Patients recognize the experience and attention we provide. Whether they take advantage of our extended hours, sedation, specialized dental services all offered in one location, or routine maintenance, our patients know the genuine investment we make in their overall health and comfort.

### What makes your business a good place to work?

We spend countless hours training and focusing on the culture of our organization. Our goal is to make the dedication our employees have to our patients re-

warding both professionally and personally. As a staff, we are accountable to each other and strive every day to support each other in not only our careers but personally as well.

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

Billings is an incredible community. One of the best parts of the community is that it doesn't only encompass Billings, but dozens of smaller communities surrounding the city that play a role in the culture and flavor of the area. The people of this community enrich our practice with their smiles, warmth, and have welcomed all our dentists and staff with open arms. Montana truly is one of the last best places and Billings is a beautiful example of hometown values with a modern twist.

### What can customers expect when they walk through your doors?

When patients walk through our doors they can expect an experience that is tailored just for them. Every person is different and our goal is to create an appointment that meets THEIR needs, not an experience that is the same for every patient. One patient may have fear and need an experience that is different from someone that doesn't. Truly personal care is our goal with every BDC patient.

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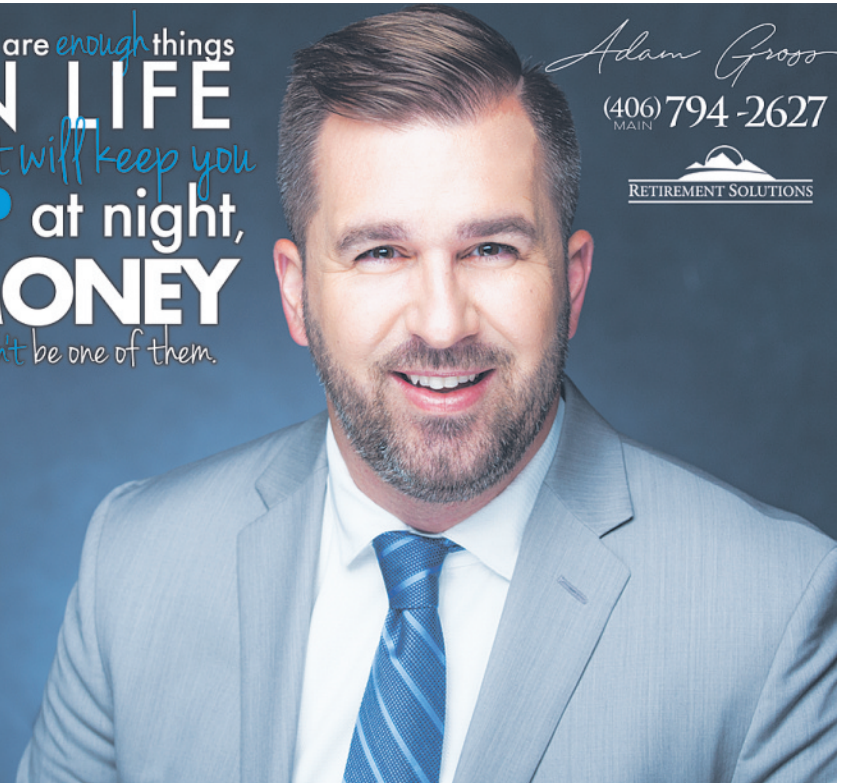
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## What does it mean to be voted Best of the Best?

We are grateful that our patients and community recognize the hard work applied every day by our staff to make BDC a place that serves the needs of others. It's humbling to be reminded that what we do every day does make a difference in the life of our patients and it gives us more determination than ever to keep doing what we do!

### What are you most proud of?

We are proud of the passion BDC staff has for providing high-quality, comprehensive, and convenient dental care. We invest in extra training, technology, extra availability, and staff to ensure our focus on taking care of a patient as a whole remains at the forefront of our mission.

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

We are blessed to be able to give back to our community in many ways. We are parents that live and work in Billings and are continually coaching and investing in kids. Our favorite day of the year is our annual Free Dental Day which has donated millions back to our community in free dental care over for over 20 years. People are truly the heart of what we do and will continue to be the driving force behind our mission to give.

## FINALISTS

- Grand Avenue Dental, 2911 Grand Ave.
- Rimrock Pediatric Dentistry, 1601 Zimmerman Trail #1

## EYE CLINIC

### Bauer & Clausen Optometry

14 years in business  
100 Brookshire Blvd, Suite 2  
(406) 656-8886  
billingseyedocs.com

*Bauer & Clausen attributes its popularity to the variety of services they provide, all at a high level of quality. "We provide high-quality eye care to patients of all ages, from comprehensive eye exams, preparation and follow-up to a variety of eye surgeries, red eye visits and more, says the practice. "We also have a full-service eyewear gallery with frames and lenses to fit any size, contact lenses and glasses repair or adjustments as needed."*

### What makes you stand out from the competition?

The team at Bauer & Clausen Optometry says excellent patient care does not happen by accident, it happens by appointment. Their commitment to high-quality care and products has earned

Bauer & Clausen Optometry three Readers' Choice wins this year for best eye clinic, best optical store, and best optometrist.

The team at Bauer & Clausen Optometry carefully listens to each client and ensures all questions are answered to help patients feel confident in their eye care health and future. With four doctors on staff, it's easy to get in for anything from a red eye visit to a comprehensive eye exam or anything in between. Patient care, comfort and satisfaction is the top priority, and it shows.

### What makes your business a good place to work?

At Bauer & Clausen Optometry, we are proud to focus on culture, growth and development. Each year we invest in team and individual training so that we can continue to offer the highest quality patient care using the latest vision technology.

## FINALISTS

- Drs. McBride, Steiner & Lebsack Optometrists, 2120 Grand Ave.
- Heights Family Eyecare, 430 Lake Elmo Dr.

## HEARING AID PROVIDER

### Rehder Balance & Hearing Clinic

42 years in business  
1101 N. 27th St., Suite E  
(406) 245-6893  
rehderhearing.com

*When a person's hearing diminishes, so does that person's quality of life, and safety. So, improving someone's ability to hear isn't something to be taken lightly.*

*"Our goal is to provide the best quality of care to each person," says Rehder Balance & Hearing Clinic. And, they've been doing that for 42 years.*

*"We provide each patient with the best doctors and providers, the newest technology in hearing aids and treatments, along with up-to-date training and a full staff that truly cares about the well being of each patient.*

### What brings customers back to your business?

Patients become like family in our clinic. We truly care about each member of our community and want to make sure we keep living up to the legacy that has been in place for over 42 years. The best compliment we can get is when a patient refers family and friends to us.

### What makes you stand out from the competition?

Here at Rehder Balance & Hearing our patients come first. We will do everything we can to care for each person's individ-



ual hearing and balance needs. We have amazing professional providers and staff that are ready and able to serve in a way that surpasses expectations..

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

We offer a broad variety of hearing and balance services, and are one of the largest hearing aid clinics in Montana. We offer ear cleaning that are comfortable, thorough and safe at just \$25 an ear, that alone may make all the difference in helping a person to hear to their best. We offer free hearing screenings and take most insurance plans.

### What makes your business a good place to work?

There is a great feeling here in our office. The staff are more like family here. We do many activities, trips and team building training sessions to build each other up and grow as a team. As a team we look forward to serving our community and are always looking for new ways to show our support. We have lots of fun together and that is so important.

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

Is there anything better than the beauty of Montana and Wyoming? We are so fortunate to grow up in this part of the world. The people here are what make it so amazing. We love our patients and their families. In this community we support each other and that's what it is all about. Thank you for your love and support and for making us Billings Best Hearing provider for the 7th year. We think you are so awesome and we care for you all deeply.

### What can customers expect when they walk through your doors?

Professional and inviting staff with a smile on their face, an inviting and com-

fortable environment, a treat and drink to warm you up while you wait, warm professional experts waiting to help you.

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

It means the world to us. Thank you for your trust and continued support. Also we want to thank the hospitals, clinics, doctors and experts that we have built a strong rapport with over the years in our community. We do not take this lightly... the community is what it is all about. Thank you. We promise to keep serving you in the same way that you have come to expect.

### What are you most proud of?

We have asked a lot of our staff. They have rolled with later nights, out of state trainings, meetings, all to meet a higher quality for our patients. They are so great and deserve so much credit for what they do. We have an incredible community and we are so thankful to serve in the capacities we can to give them the best possible care. Again, Thank you.

### What's your secret to good customer service?

We try to treat each patient with the same respect we would show our family members and loved ones. We want each person to have the best possible experience. The secret is LOVE.

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

We are so happy to help where we can and feel so blessed to give back to a community that does so much for us. Here are a few we are excited about. We give away three premium sets of hearing aids to lucky members of our community at Christmas. Look for more details in the Gazette and on our website www.rehderhearing.com

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## How do you build trust with patients?

At Rehder Balance and Hearing we offer thorough and complete care for each patient. We respect each patient's individual needs and want the very best for them. Their journey is personal to us... our experts will walk them through the process and give them all the tools they need to make important decisions. We want everyone who walks through our door to feel comfortable and happy while visiting us. Our goal is to go the extra mile to give the patient the best possible experience we can offer.

## What makes your business popular?

The quality of care and the devotion and professionalism to each person.

## Fun fact about your business?

Dr. Browning is a ventriloquist and loves to bring a smile to those around him.

## HEARING AID PROVIDER - FINALIST

### Big Sky Audiology Clinic

30 years in business

111 S. 24th St. W., #7

(406) 656-2003

bigskyaudiology.com

At Big Sky Audiology Clinic, the numbers speak for themselves: 30 years in business, Dr. Hayden has been practicing for 25 years in Billings and Tina has been working there for nearly 23 years.

A business doesn't serve clients for that long, in a location for that many years, with a staff that devoted, without doing something right.

## What makes you stand out from the competition?

When you walk in our doors, you are a part of our small family. Our No. 1 goal is to provide quality service in a friendly environment.

## What brings customers back to your business?

Our quality service, competitive prices and friendly staff.

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

This clinic location has been established for over 30 years. It was purchased a little over two years ago by Dr. Hayden. Dr. Hayden has been practicing in Billings for 25 years. Tina has been working in this office for almost 23 years. She is now a licensed hearing aid dispenser. Jill is always positive and always willing to help.

## What makes your business a good place to work?

The relationships that we have made with our team and our patients. We are a family. We are a small business and tight



knit. We look forward to coming to work every day.

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

We enjoy getting to know our neighbors. Coming to our office every day is like going to visit an old friend.

## What can customers expect when they walk through your doors?

The customers can expect professionalism, knowledgeable service, consistency, friendly staff and a clean environment.

## OTHER FINALIST

- Costco Wholesale, 2290 King Ave. W.

## MEDICAL SPA

### Central Wellness

10 years in business

1420 South 24th St. W.

(406) 690-2090

Centralwellness.com

Ever walk into a business and they remember your name? That matters if the product you're seeking is your own wellness.

At Central Wellness, getting to know customers well enough to greet them by name is an indication of how much they care about their clients.

"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," the company says. "They know their kids' names and pet's name. They know trips they have been on and the things going on in their lives. They genuinely care."

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

We have moved into our long awaited new space. 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 relaxation 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 hav-

## ing 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 all of those things with our clients.

## What can customers expect when they walk through your doors?

A warm smile, kindness, 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 here we are. I am so looking forward to our next big stretch goal.

## What's your secret to good customer service?

It comes naturally to every person in our staff. Good people.

## 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.

### FINALISTS

- B.leaf Aesthetic Clinic, 223 Shiloh Rd. STE 3
- Montana Medical Aesthetics, 2664 Grand Ave.

## ORTHOPEDIC AND SPORTS MEDICINE

### Ortho Montana 53 years in business

2900 12th Ave. N., Suite 140W  
1739 Spring Creek Lane  
1635 Gleneagles Blvd.  
(406) 237-5050  
montanabones.com

*Ortho Montana has put patient satisfaction at the center of its daily mission. As the practice explains: "Our patient satisfaction scores drive our processes of care delivery, meaning we are making decisions every day to improve our patients' experiences at Ortho Montana...Patients of Or-*

*tho Montana can expect an overall positive experience with desired results from healthcare providers they can trust."*

### What makes you stand out from the competition?

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

### What brings customers back to your business?

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

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

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

### What makes your business a good place to work?

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

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

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

### What can patients expect when they walk through your doors?

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

### What are some of the things you do to give back to the community (char-

### ity work, donations, etc.)?

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

### Fun fact about your business?

In the past year, Ortho Montana has been able to serve patients from 329 different zip codes.

### FINALISTS

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

## PHARMACY

### Albertsons 83 years in business

Various locations  
(406) 248-7474  
albertsons.com

### FINALISTS

- Billings Clinic Hospital, 2800 10th Ave. N
- St. Vincent Healthcare, 1233 N 30th St.

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14 Avanta Way #B

Laurel Physical Therapy

1035 1st Ave

Red Lodge Physical Therapy

(406) 238-6400

Svh.org

*Losing mobility, for whatever reason from injury to illness, can be trying for most people. It's a vulnerable time, not only seeking help but healing, too.*

*St. Vincent Healthcare and Rehab helps patients repair, restore, heal and carry on.*

*"We build trust during vulnerable times in a patient's life through one-on-one treatments with active patient involvement in their treatment plan to help them return to the things they love most in life," the clinic says.*

#### What makes you stand out from the competition?

We have a group of highly skilled physical, occupational and speech therapists who treat impairments related to neurological and orthopedic conditions. We also offer numerous specialty services with treatments for pelvic floor dysfunction (including treatment of incontinence, pregnancy, and post-partum issues), dizziness, decreased balance, lymphedema, cancer, swallow and voice difficulty, specialty Parkinson's disease treatments, and driving assessments and training.

#### What brings customers back to your business?

Our team of therapists strives to build rapport and trust with patients in a healing environment to help them feel safe and empowered with knowledge of the role and importance of therapy at that moment in time and in the future if needed.

#### What makes your business a good place to work?

We are proud that St. Vincent Healthcare has a longstanding faith-based heritage and makes a commitment to give back to our community while improving the health of our region through high quality, person-centered care.

#### What can customers expect when they walk through your doors?

Our patients can expect caring therapists who will actively listen and provide compassionate care and highly skilled interventions to help meet their personal goals.

#### What does it mean to be voted Best



#### of the Best?

We are humbled and honored to be recognized. Our therapists love their profession and the ability to connect with our community members and make a positive impact in so many lives.

#### What are you most proud of?

We are inspired daily by our hard-working patients and the opportunity we have to be part of their recovery journey in a facility that strives for excellence.

#### What's your secret to good customer service?

We strive to have open communication to help patients better understand the things they can do to improve their health and function in a welcoming and joyful environment.

## PHYSICAL THERAPY AND REHAB - FINALIST

### North 40 Physical Therapy

3 years in business

1595 Grand Ave.

1429 38th St. W., Suite 2

(406) 318-8340

north40pt.com

*How many times have you gone to a health-care provider and felt like you were just a number? That won't happen at North 40 Physical Therapy.*

*"Our focus is on you," the Billings physical therapy practice says. "Each patient becomes the center of attention during our full one-hour treatments with our therapists. Who doesn't want that kind of attention once in a while, especially when you are in pain? We also offer innovative*

*ideas with direct patient care to unlock our patient's potential. We do this by having our staff on board with the most excellent education and specialty certifications.*

#### What brings customers back to your business?

People feel connected and trust the staff at North 40 PT. We want you to walk out the door feeling we answered all your questions, you had a healthcare provider listen to you, and you are set up on a path for success. And as our slogan puts it, "We Get Results."

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

Montana is a direct access state, allowing people to save time and money when they need to see a physical therapist. Many people don't know they can see us without a doctor's referral. Direct access allows people to see our fantastic staff for all our specialties. We are known as a specialty clinic offering not only orthopedic care for pain and strains. Still, we include Vestibular/Dizziness Rehab, TMJ/TMD for jaw pain, Concussion care, Diagnostic Ultrasound, Motor vehicle Accidents/Whiplash, Women's Health/Pelvic Floor Rehab, Pool Therapy, Lifting and Running Analysis, and Dry Needling.

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

We often see people who have tried conservative care before, but after their first visit, they say, "that was different," or "I never had treatment like that before," with a big smile on their face.

I also love how the people and other businesses rally together to support each other. You don't find that kind of support in other cities.

#### What can customers expect when they walk through your doors?

Our vision is to provide state-of-the-art health and wellness services of the highest quality, empowering individuals and companies to become avid health consumers responsible for their well-being and fulfillment. Guided by integrity, lifelong learning, and a commitment to comprehensive health care, we provide evidence-based service tailored to our client's needs. Our patients can always expect the best from their therapist each visit.

#### OTHER FINALIST

- Ortho Montana, 2900 12th Ave. N

## SURGERY CENTER

### Yellowstone Surgery Center

20 years in business

1144 North Broadway

1739 Spring Creek Ln., Suite 100

(406) 237-5900

yellowstonesurgerycenter.com

*Needing a surgery can be an unsettling time, a time of anxiety and vulnerability. How you're treated during that time can be as important emotionally as the surgery does physically.*

*The Yellowstone Surgery Center has highly trained experts who can not only get you on the path to healing physically, but emotionally, too.*

*"Our staff are committed to a caring, quality, and excellent patient experience," the center says. "When patients leave the YSC they feel safe and well taken care of."*

#### What makes you stand out from the competition?

Our incredible staff and highly trained physicians. We work hard to give our patients the best care and patient experience possible.

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

Yellowstone Surgery Center is owned and operated jointly by 50 independent physicians and SCL Health. It offers patients the opportunity to undergo outpatient surgical procedures and pain services in a warm and friendly environment. In 2008, Yellowstone Surgery Center joined Ortho Montana and SCL Health to become the third partner of AMP, Athletic Medicine & Performance. This collaboration has provided sports medicine services in the communities of Southeast Montana since 1991. In January of 2017, Yellowstone Surgery Center opened the doors to the second location at the Montana Hip and Knee Center, located off Zoo Drive Exit on I-90. Yellowstone Surgery Center West is a collabora-

tive effort between Yellowstone Surgery Center, Ortho Montana and SCL Health. Yellowstone Surgery Center is fortunate to utilize state-of-the-art equipment and have a multi-specialty surgical staff. This includes providing surgeries for pediatrics in need of ENT and some orthopedics as part of our YSC Kids program.

**What makes your business a good place to work?**

YSC values their staff and invests in their overall wellbeing. We create an environment where staff are seen, heard and valued for their hard work and dedication.

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

We are fortunate to serve our own family members, friends, and community members. When our patients recognize staff they know from the community it instantly puts them at ease. It is our pleasure serving members from our community.

**What can customers expect when they walk through your doors?**

We have friendly, compassionate staff who treat our patients like family. From check-in, to surgery, to recovery, to paying your bill our team goes above and beyond to ensure our patients are well taken care of.

**What are you most proud of?**

Our team is composed of the best of the best in our field, and we are proud of that.

**Fun fact about your business?**

Yellowstone Surgery Center has been open 20 years. We still have 10 of our original hiring group on staff including our Chief Executive and or Senior Director of Finance and Information Systems. We have grown from a staff of 39 individuals to over 160 with two locations.

**FINALISTS**

- Billings Clinic Surgery Center, 2929 10th Ave. N
- Northern Rockies Surgery Center, 940 N 30th St.

**WEIGHT LOSS CENTER**

**SCL Health Medical Group – Billings Weight Management**

**7+ years in business**  
 2900 12th Ave. N., Ste 160W  
 (406) 237-4580  
 SvH.org/weightloss

*“Keep moving.” In general, that refrain has been the best medical advice. People who keep moving are healthier, happier, live*



*longer and enjoy life and family more.*

*Sometimes, weight can get in the way of that and sometimes eating better and exercise isn't enough. Sometimes you need a pro.*

*“What makes the SCL Health Medical Group - Billings Weight Management clinic stand out is our approach to care. We provide comprehensive care and focus on the whole person,” the business says. “ We partner with behavioral health, physical therapy and primary care to make sure that each patient is successful, not just in the short term but for their entire life.*

**What brings customers back to your business?**

What brings customers back to the SCL Health Medical Group - Billings Weight Management clinic is the care and compassion provided by our providers and

staff. They treat each patient with respect and integrity.

**What makes your business a good place to work?**

One of our core values is trust. We count on and support one another individually and as team members.

**What can customers expect when they walk through your doors?**

Customers can expect to be greeted with a warm smile.

**What are you most proud of?**

Helping our patients achieve their individual weight loss goals. The joy and happiness it brings them keeps us coming to work each day.

**What's your secret to good customer service?**

While there is no secret to great customer service, we listen and help each patient achieve their goals.

**How do you build trust with patients?**

We build trust with our patients by establishing transparent and clear communication.

**FINALISTS**

- Go Figure Billings, 960 S 24th St. W STE E
- Profile by Sanford, 1219 N 27th St. STE 2

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## CARPET CLEANER

**Brice's Masterclean**  
**60+ years in business**  
 524 Moore Ln  
 (406) 245-5509  
 bricesmasterclean.com

Only about 5% of Brice's Masterclean customers found the company on their own. The rest are either repeat customers or referrals from past customers.

Now, that's the way to build a successful business.

"It's old school service with the latest technology in textile cleaning," the company says.

**What makes you stand out from the competition?**

Exceptional service, quality and experience.

**What can customers expect when they walk through your doors?**

When we walk through their door, our clients can expect a true professional technician that takes pride in their work.

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

We are humbled and proud every year we have won this award for over 15 years. Our clients are The Best.

**What are you most proud of?**

We have built Brice's Masterclean with Integrity that has earned Respect with service our clients can depend on.

**What's your secret to good customer service?**

The Golden Rule. Treat everyone as we would like to be treated.

**How do you build trust with customers?**

We offer a service that has been built on our Reputation and Referrals. We have earned that trust over many years of experience.

**What makes your business popular?**

Life happens. We clean it up!

**Fun fact about your business?**

Kids, Pets and most Husbands are our Job Security!!

### FINALISTS

- 406 Carpet Cleaning, 2938 Springfield Ave
- Newman Restoration & Cleaning, 5231 King Ave W B4

## CONCRETE COMPANY

**Barrett Concrete Cutting**  
**34 years in business**  
 P.O. Box 317, Red Lodge  
 (406) 670-6186  
 concretecuttingmt.com



### FINALISTS

- Custom Concrete, 6505 Trade Center Ave.
- Handy Irishman, 401 E. 4th St., Laurel

## CUSTOM UPHOLSTERY & REPAIR

**Harold's Upholstery**  
**66 years in business**  
 2808 Grand Ave  
 (406) 652-2080  
 haroldsupholsterybillings.com

*A lot of people get feeling sentimental about their old furniture, or start feeling self-conscious about the covering being a little dated.*

*That's an easy fix. Visit Harold's Upholstery in Billings.*

*"We have a large, clean showroom with lots of in-stock fabrics and vinyl, a large collection of sample books, and friendly, knowledgeable sales staff," Harold's says.*

**What makes you stand out from the competition?**

Large, clean showroom with lots of in stock fabrics and vinyl, a large collection of sample books, and friendly, knowledgeable sales staff!

**What brings customers back to your business?**

Years and years of customer satisfaction.

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

We do vehicle interiors, carpets, head-

liners and door panels. Also boat interiors, carpets, panels, tops and travel covers.

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

I was born here and have lived here all my life. The people are wonderful and we have gotten to know lots over the years.

**What can customers expect when they walk through your doors?**

A smile and a friendly greeting.

**What are you most proud of?**

To be able to carry on my father (Harold's) business.

**What's your secret to good customer service?**

Make sure all instructions are written down and followed exactly and to complete the project on time and on budget.

**What makes your business popular?**

The value in a good piece of furniture, auto, or truck

### FINALISTS

- Leo's Upholstery, 245 Broadwater Ave
- VinylTec, 5460 Holiday Ave

## DRY CLEANERS

**Valet Today Cleaners**  
**60+ years in business**  
 2474 Enterprise Ave  
 (406) 655-9196  
 valet-today.com

*Valet Today Cleaners does more than*

*clean clothes.*

*The business "provides more than just dry cleaning. We offer alterations, shirt cleaning and pressing, wash and fold laundry, and drape/ household cleaning services."*

**What brings customers back to your business?**

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

**What makes your business a good place to work?**

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

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

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

**What can customers expect when they walk through your doors?**

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

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

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

**What's your secret to good customer service?**

We strive to anticipate and meet customers' needs and expectations, giving them a positive, efficient experience with Valet Today.

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

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

**How do you build trust with customers?**

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

**Fun fact about your business?**

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

### FINALISTS

- Orchid Dry Cleaners, 11 Montana Ave
- Wetzels Quality Cleaners, 117 N 30th St



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## FLOORING STORE

**Pierce Flooring & Cabinet Design**  
 98 years in business  
 2950 King Ave. W.  
 (406) 652-4666  
 pierceflooring.com

*Want to stay in business for 100 years in the same city? Here's some million-dollar advice: treat every customer in a way they'll do business with you for the rest of their lives.*

*"That's the level of service we strive to achieve with each and every customer our team interacts with," says Pierce Flooring and Cabinet Design.*

*Does it work? Pierce has been in business for 98 years.*

### What makes you stand out from the competition?

We focus on service, in stock inventory and working with vendors to offer exclusive products. In addition we offer all top name brands and the largest selection in the state of Montana.

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

We take immense efforts to recycle used carpet and pad that comes out of a customer's home. We pay additional transportation fees to do the right thing and keep hundreds of thousands of pounds of waste annually out of landfills across the state.

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

We take immense efforts to recycle used carpet and pad that comes out of a customer's home. We pay additional transportation fees to do the right thing and keep hundreds of thousands of pounds of waste annually out of landfills across the state.

### What makes your business a good place to work?

The business has been kept in the family for 98 years and working at Pierce is like joining that family. We strive to take good care of our employees and ensure they are appreciated for all the hard work and expertise they bring to our table.

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

Billings has continually been growing. We really enjoy getting the opportunity to work on a variety of projects. Our commercial department has been a part of many large new build and renovation business projects and our residential and cabinet teams take pride in transforming new and well-loved homes into the clients' dream space. We meet lots of wonderful people in this community and it's what has kept us going all these years.



## FLOORING STORE - FINALIST

**Rich's Modern Flooring**  
 50+ years in business  
 713 Main St.  
 (406) 248-3656  
 richsflooring.com

### OTHER FINALIST

- Carpet One Floor & Home Of Billings, 505 S 24th St. W

## GARDEN CENTER/NURSERY

**Billings Nursery & Landscaping**  
 70 years in business  
 7900 S. Frontage Rd.  
 (406) 656-2410  
 billingsnursery.com

*You can tell when you ask a question at a business and the employee is faking an answer.*

*You'll never feel that at Billings Nursery & Landscaping. The person wouldn't be working there if they weren't an expert or could quickly find one.*

*A business doesn't last 70 years by faking it.*

### What makes you stand out from the competition?

Our passion for helping people im-

prove their environment and communities through creating beautiful outdoor spaces. Our love of horticulture, and the craft and art of landscaping allows us to offer services that are distinct, carefully balanced to achieve our clients goals. We love people and our community so strive to offer the best we can and take care of people along the way.

### What brings customers back to your business?

Care and quality.

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

It's our 70th year. Thank you for your support.

### What makes your business a good place to work?

The outdoors and the transformation of spaces also, caring for beautiful living things. We are constantly improving our community and people's lives.

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

The people, we have amazing customers.

### What can customers expect when they walk through your doors?

A well organized, clean and friendly nursery.

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

It's an honor to be nominated and a privilege to be voted the best. We are

humbled and grateful to have our hard work and care of people be recognized.

### What are you most proud of?

The success of our customers work in their yards, and the success of our employees in their work.

### What's your secret to good customer service?

Treating them kindly, as you would like to be treated. Doing what is right and going the extra mile for them.

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

We love our community and support many organizations and charities within it.

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

By doing what we say we will and more if possible.

### What makes your business popular?

Consistency, quality, value, knowledge and kindness.

### Fun fact about your business?

We have several beehives that we maintain on site. Flower honey from the nursery is wonderful.

## FINALISTS

- Gainan's Midtown Flowers, 1603 Grand Ave. STE 140
- Roots Garden Center, 2147 Poly Dr.

## ★ ★ HOME & GARDEN ★ ★

### HEATING & COOLING PROVIDER

#### Central Heating & Air Conditioning 77 years in business

1428 ½ Grand Ave.  
(406) 245-5424  
centralheatingandairmt.com

*Who's your best friend when it's freezing cold and your furnace stops, or boiling hot and your AC goes out?*

*"Our customers are our top priority," says Central Heating and Air Conditioning. "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 are you most proud of?

The quality of work performed by our technicians and installers.

#### 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 4th 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 be-

ing 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.

#### FINALISTS

- Comfort Heating and Air Conditioning, 9934 S Frontage Rd.
- White Heating & Air Conditioning, 1125 4th Ave. N.

### HOME FURNISHING STORE

#### TimesSquare Furniture

11 years in business  
856 Shiloh Crossing Blvd  
(406) 294-5266  
timesquarefurniture.com

*Few things are more maddening than shopping for furniture at a store that doesn't have everything it advertises.*

*"Many furniture stores only have a 'what you see is what you get' option, which means you are limited to purchasing only items in the showroom," says TimesSquare Furniture in Billings. "Our store is different because we can reach dozens of vendors and special order the items that work best for you."*

#### What makes you stand out from the competition?

Billings residents love to support locally-owned and operated businesses, and TimeSquare furniture and Mattress can feel the love. Voted best home furnishing store in Billings, the store employees do not work on commission, so their only motivation is to actually help clients. Unlike nationwide companies, our store is not bound by corporate restraint and can find customers any piece of furniture they want. The store offers both in-stock and special-order options. There is also in-home design assistance with a professional designer. The store also carries an array of quality rugs, wall art and pottery.

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

We are committed to offering exceptional customer service in a no-pressure environment. Without question it is our sales and warehouse staff that have facilitated a warm and comfortable experience for our shoppers.

#### What makes your business a good place to work?

We provide our team with a competitive wage with good benefits, but more importantly we provide a comfortable work environment where their input is

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valued. We do not stay open late because it is important to us that our employees have time to spend with their families.

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

Everyone on our ownership team was raised in this community. This gives all of us a strong desire to improve our hometown and region. We are committed to participating in local events and financially assisting your programs and non-profit organizations as much as we can.

### What can customers expect when they walk through your doors?

Customers can expect both a clean and safe shopping experience in a no-pressure shopping environment. If you'd like our assistance and expertise, we are more than happy to help you make your selections, if you would rather shop on your own with little or no interaction, we are happy to accommodate that option as well.

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

This is an award that all of our staff (in-store, warehouse and delivery) has earned. It certainly shows that they have committed to an extraordinary level of customer service that has clearly been acknowledged by our customers with both their votes and repeat visits.

### What's your secret to good customer service?

Our primary goal in terms of offering the best customer service has always been to assemble the best team of employees possible. We believe that across the board we have the best team in the area. Our priority is to continually teach our teams to listen to our customers and provide the level of service that they expect (and that we expect).

### FINALISTS

- Ashley Furniture, 2914 Millennium Cir.
- Mattress King, 1702 Grand Ave.

### HOME REMODELING COMPANY

**Beyond the Box, Inc.**  
 8 years in business  
 724 1st Ave. N.  
 (406) 245-6981  
 btbcabinets.com

*This should be obvious to every business, but isn't always practiced. The key to great customer service is listening.*



*"We listen to our clients, asking them questions that help clarify the vision they have of their new space, then having an attitude of 'let's make it happen' " Beyond the Box, Inc., says. "In many cases we can customize a cabinet to make it work for you - like the blind corner sink base cabinet with the roll out shelves or the corner cabinet that fits over the stairwell and needs-adjusted to fit. If it "can't be done," we walk through the reasons why."*

### What makes you stand out from

### the competition?

We make a difference in people's lives by helping them create an environment that they can thrive in. We ask questions about what their goals are with the home, what they like and don't like about the space, what they cook and who does the cooking; we look through their inspiration pictures to see what they consistently like over and over. Our purpose is to make the world a better place, one kitchen at a time.

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 2013, 2014, 2015, 2016,  
 2017, 2019, 2020, 2021



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## ★ ★ HOME & GARDEN ★ ★

### What brings customers back to your business?

Our team is genuine, honest and team oriented. We share our knowledge and give you our opinion while leading our customers in building their vision; we do this everyday, we hear feedback on different aspects like toilet paper dust on black cabinets in a bathroom. There are a lot of moving parts in construction; we may not be able to control lead times and shipping but we can control how we communicate about it.

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

We recently teamed up with a closet company to offer our clients more options for their storage needs. We now offer closets, pantries and garage organization.

### What makes your business a good place to work?

We are a family owned and operated business and extend that family attitude to our staff - when we work together, everyone has more opportunity. Our showroom has a working kitchen, it is not uncommon for us to cook together and eat together. Our industry allows for flex time and allows our team to work a schedule that works for them.

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

Billings has a lot of great organizations doing great things. As our business grows, we are able to help these organizations improve our community- again, environment influences behavior. We recently helped CLDI with a housing project for women that needed a safe space. Seeing that project come to fruition reinforces the fact that Billings is overflowing with good, caring people and we are proud to have our roots here.

### What can customers expect when they walk through your doors?

We are in the industrial part of downtown, in the old Office Reporter warehouse behind Northern Ag Network, the old brick walls, patinaed concrete floors, and 12" wood structural columns give the perfect backdrop to our various displays and samples, the upstairs is filled with closets, garage organization and an outdoor kitchen display. It is not uncommon for clients to say- this place is hard to find but totally worth it.

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

We are honored. It was a surprise last year and to win again is very cool. We strive to meet our customers' needs and will continue to do so.

### What are you most proud of?

Our team. Debbie was recently selected (1 of 20) to go to Germany with the National Kitchen and Bath Design Associa-

tion, Megan was nominated and selected to be a National NKBA 30 Under 30, all our kitchen designers are accredited by the NKBA and Living in Place Professionals. Our delivery and shop team do a great job getting projects delivered and installed. Teamwork really does make the Dreamwork.

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

We team up with local non-profit organizations to turn projects into reality. We have worked with Billings Community Foundation, HeadStart & CLDI. We donate slightly damaged products to Habitat for Humanity, participate in coat drives and are active in the Chamber & HBA. We do numerous entrepreneur give-aways, allow students to job shadow and have an accredited Design Apprenticeship with the Montana Department of Labor.

### What makes your business popular?

Our real life approach to business - such as our functional kitchen where you may come in and find us all around the table having lunch together - or maybe you will find us girls all pitching into unload a truck - or unexpectedly having to make a delivery - heels and all.

### FINALISTS

- LaVelle Interior Solutions
- Montana Customs

### HOT TUB/SPA CENTER

**Montana Hot Spring Spas**  
45 years in business  
2217 Grand Ave  
(406) 652-7727  
lovethetub.com

*At the end of a stressful day, having a place for families to gather and soak their tensions away can greatly improve their quality of life. Montana Hotspring Spas believes saunas and hot tubs are more than a luxury home improvement, but a key to wellness. The physical, mental, emotional and social benefits are a bonus for families to gather year-round.*

### What makes your business popular with families?

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,

# BERKSHIRE HATHAWAY

## HomeServices

## Floberg Real Estate

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and especially, socially with family time and providing an opportunity for being together out in the Montana outdoors.

### 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 love most about having your business in this community?

Even though Billings is the largest city in Montana, we earn our customers' respect and trust through intimacy of service and follow-up. We were born and raised in the community and enjoy being able to support Billings through youth sponsorships, charities and other organizations.

### What can customers expect when they walk through your doors?

A friendly greeting and a respectable approach to helping fulfill the needs of our customers whether it be for a new hot tub, sauna, or water care products.

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

We feel very humbled, yet proud of our team as we strive to serve our customers in the best ways possible.

### What are you most proud of?

The ability to provide jobs for our staff members and the ability to give back to the Billings community as a retail and service business that provides a wellness product designed to make every day better for our customers.

### What's your secret to good customer service?

Selling the best-built products in the industry and having a great, well-trained team that is experienced in sales, delivery and service.

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

We give to all the Billings high schools in a variety of ways - sports, dance teams, cheerleading, music programs, etc. We also support Legion Baseball and Little League. We also 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.

## FINALISTS

- Big Sky Spas, 2905 Millennium Cir Suite 8
- Thompson Pools & Spas, 1300 24th St W

## KITCHEN CABINETS

### Pierce Flooring & Cabinet Design

98 years in business

2950 King Ave. W.

(406) 652-4666

[pierceflooring.com](http://pierceflooring.com)

*If seeing Pierce Flooring & Cabinet Design named the best in the business looks familiar, it's because the company has earned that spot many years in a row now.*

*"We pride ourselves on service, working*



*within your budget, and making sure when you leave our building you are pleased with our team and store," the company says of its winning formula.*

### What can customers expect when they walk through your doors?

A friendly welcome and knowledge of the products that are second to none.

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

Pierce continuously gives back to our community. We look for ways to support our community through sponsorships to many area non-profits and employee volunteering. We always have open ears and an open heart and look for ways to make a

positive impact on Billings.

### What makes your business popular?

Since the pandemic, people have really looked at their home in a different light. Folks have been investing in the areas in their home where they spend the most time and upgrading accordingly. Between that and the growth seen across Montana, we have been very blessed to help our community members with all their home improvement projects.

## FINALISTS

- Beyond the Box Cabinets, 724 1st Ave. N.
- Rimrock Cabinet Co., 547 S 20th St. W #7

Thank You Billings for voting us

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## KITCHEN SUPPLY STORE

**Zest Billings**  
5 years in business  
110 N. 29th St.  
(406) 534-8427  
zestbillings.com

### FINALISTS

- Bed Bath & Beyond, 2821 King Ave. W.
- Hannesson Home, 505 S 24th St. W.

## LIGHTING CENTER

**One Source Lighting**  
19 years in business  
100 24th Street West, Suite 3  
(406) 655-7949  
onesourcebillings.com

*The temptation now in businesses that serve residential and commercial clients is to try to be expert in numerous services.*

*That doesn't always work well.*

*What has worked well for almost two decades for One Source Lighting is to be very expert at a single thing -- lighting.*

*"With a focused effort on just lighting,*

*we are good at what we do," the company says. "We are lighting specialists who are continually advancing our education in technology, design and products. We have the only Certified Lighting Specialist in Billings. Lighting is who we are, and what we do. And we LOVE what we do."*

### What brings customers back to your business?

After 19 years, we have been fortunate to have our reputation for creative design, customer service, and a friendly atmosphere bring us referrals and repeat business. More often than not, we are recommended by past clients, contractors and interior designers as the "go-to" place for lighting. We pride ourselves on developing relationships with each and every one of our clients. Most often those clients turn into friends.

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

After getting married, have two children, and THEN going to college, I started working for a lighting showroom 23 years ago in Bismarck, ND. I worked my way up the ranks and after graduating from college, brought my family back home to Billings, opened up One Source Lighting with my former boss, and eventually became the sole owner of One Source Light-



ing Billings.

### What makes your business a good place to work?

Because we are a small locally owned business, I make sure my team knows that family comes first. We are only open Monday - Friday, and take all major holidays off. We may close early for long weekends, and we also take the week between Christmas and New Years off. Having time to spend with family, friends, rest and even reset, makes us all

more productive and happier.

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

Billings is home. I was born here, grew up here, raised my family here, and now have my first grandchild right here in Billings. I can't imagine living, much less having my business anywhere BUT here.

### What can customers expect when they walk through your doors?

As a small lighting showroom, people can expect one on one service. There may only be two of us in the showroom, but we take time to individually meet with each person, discover what needs they have, and provide a lighting solution just for them.

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

Every year I humbled to have been voted Best of the Best. It truly makes my heart happy.

### Fun fact about your business?

This is our 14th Readers Choice award, and our 12th in a row. THANK YOU BILLINGS.

### FINALISTS

- Hannesson Home, 505 S 24th St. W.
- Rimrock Lighting, 2950 King Ave. W.

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the BEST of BILLINGS  
BILLINGS GAZETTE  
2022 WINNER

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**2908 2nd Ave North (Downtown)**

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-ADJUST YOUR LIFE-

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the BEST of BILLINGS  
BILLINGS GAZETTE  
2022 WINNER

**OPEN SATURDAYS**  
(406) 651-5433  
meierchiropractic.com



## MATTRESS STORE

### Mattress King

36 years in business

1702 Grand Ave

795 King Park Dr Suit 3 & 4

439 Daniel St

311 N 7th Ave, Bozeman

(406) 256-5464

mattresskingmt.com

### What makes you stand out from the competition?

Our team is passionate about changing people's lives by helping them experience the best sleep possible, and it shows in every interaction. Just ask our guests! We have hundreds of 5-star reviews online.

### What brings customers back to your business?

Because our team members do not work on commission, our guests can confidently make the purchase that's right for them without pressure.

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

Mattress King is a local Billings, MT business. We were founded in 1986 and our store at 1702 Grand Ave has been serving Billings and surrounding communities from the same location for over 36 years.

### What makes your business a good place to work?

We have a passion for making a positive difference in everyone's lives, and that begins with our team members. We strive to foster an environment of service and respect with open communication and a willingness to improve at all times.

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

We love the positive impact we have on our community by helping people find the best sleep possible. There's no better feeling than hearing from someone how much of a difference their bed has made in their lives!

### What can customers expect when they walk through your doors?

Guests can expect to be greeted by a friendly and knowledgeable certified sleep expert who will show them a variety of options in a low-pressure environment. They can get a free Sleep Scan to use science and technology to help them confidently select the best mattress and get a better night's sleep.

### What are you most proud of?

We are most proud of our team member's individual growth over the years. Whether this is someone's first summer job, a stepping stone along the way, or a career commitment, we strive to foster strong leaders and respectful community members at all levels.

### What's your secret to good customer service?

A healthy team with the right core values will naturally provide good customer service. We try to cultivate personal integrity, an attitude of service and respectfulness, and the pursuit of excellence with an open mind.

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

Mattress King partners with numerous local organizations to provide a good night sleep to those in need in our community. We also host an annual blanket drive during the winter to bring warmth to vulnerable members of our community.

### Fun fact about your business?

Our team is more than just sales or delivery people. We are composed of local painters, photographers, sharpshooters, card and board game aficionados, non-profit volunteers, parents (and pet and plant parents), grandparents, great-grandparents, and a surprising number of hockey players!

## FINALISTS

- Denver Mattress, 8108 S Frontage Rd
- Mattress Firm, 2425 King Ave W Unit A

## NEW HOME BUILDER

### Helgeson Homes

5 years in business

4635 Elk Ridge Trail

(406) 500-1057

HelgesonHomes.com

*Obviously, extra care and thought have to be invested in making what will probably be the biggest purchase of your life. It's important to go with the best, and this year it's Helgeson Homes. Helgeson offers the following as a big reason it has earned the top spot in our readers' poll: "Our talented team of employees, craftsmen, suppliers and consultants are our greatest assets. Their focus on client relationships, design, quality control, and teamwork provides the Helgeson difference that creates exceptional homes and a client-friendly experience."*

### What makes you stand out from the competition?

We like building houses, but we love building your dream. One of the ways that we do this is through thoughtful and stylish house designs created with your lifestyle in mind. We also think it is vitally important that our clients are able to customize and personalize the details of their residences to suit their individual desire and tastes. We work diligently make this process simple and fun.

### What brings customers back to your business?

Our client friendly experience and our

continual focus on building a better home makes us a smart choice for our current clients and an easy choice for when they are looking to build again.

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

With Billings being our home town, we really enjoy being able to positively impact the city through our daily efforts to create exceptional neighborhoods and residences that people love to live in.

### What can customers expect when they walk through your doors?

Our team of friendly faces are backed with follow-through you can trust. You'll enjoy the simplicity and ease of our process.

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

It really is an honor for us to be voted as the Reader's Choice New Home Builder this year. We take seriously the trust that our clients place in us to build their home.

## FINALISTS

- Image Builders, 3641 South 56th St. W.
- Montana Customs

## PAINT STORE

### King's Ace Hardware Stores

35 years in business

7 locations across Billings, Lockwood,

Laurel and Columbus

(406) 656-1446

Acehardware.com

*Chances are, if you've been to one of the big box hardware stores, you may have had to hunt around a little to get some help finding a worker.*

*Not at King's Ace Hardware Stores. You're greeted the second you walk in the door and if you can't find something, there's always a red-vested employee nearby who knows where everything is.*

*Bonus: There's an Ace in every neighborhood in the Billings area.*

### What makes you stand out from the competition?

With seven locations, there isn't a neighborhood in Billings, Lockwood, Laurel, and Columbus that is not close to an Ace location - and that availability is one thing that makes them the Reader's Choice winner for Best Hardware Store, Best Paint Store and Best Power Equipment store. And since Ace Hardware is a co-op, the combined advantages of national buying power and being locally owned and operated makes Ace a true neighborhood hardware store.

### What brings customers back to your business?

We are constantly telling people that, "Ace is the place with the helpful hardware

folks," and we work our tails off to be sure that we are helpful, knowledgeable and friendly. We talk the talk, and we work very hard to walk the walk behind the Ace jingle.

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

Many people think Ace is a Corporation of a franchise. Ace is a Co-op which means the store owners own the company. This means that decision making about the local stores happens right here in Billings.

### What makes your business a good place to work?

We have always worked to put the needs of the customers first, and to take care of people. During challenging times, when budgets are tight, that commitment has been tested like never before, and the associates at our seven locations have come together to secure product and solve problems in new and creative ways. Our people make our business.

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

We love the opportunity to give back to those who serve our youth and our most at-risk populations. We are proud to support the Boys and Girls Clubs of Yellowstone County, Friendship House, Children's Miracle Network, Tumbleweed, Optimist youth programs, Rotary, 4-H, FFA and many more community organizations.

### What can customers expect when they walk through your doors?

A friendly smile, quick, competent service, and a genuine appreciation for their business.

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

It shows us that people still want to support small businesses in the community, and that there is still a place in the market for locally owned and locally operated businesses.

### What are you most proud of?

All the things we do to give back to the communities who support our stores.

### What's your secret to good customer service?

Hiring the right people, giving them the best training, and the tools to take care of our customers.

### What makes your business popular?

Convenience, our wide variety of products, free local delivery, and a helpful attitude.

### Fun fact about your business?

Winning Best of Billings in three different categories shows that we strive for excellence in all parts of our stores.

## FINALISTS

- Ace Hardware, 2264 Central Ave.
- Sherwin-Williams Paint Store, 929 Grand Ave.

# CITY BREW COFFEE

EST 1998

Thank you, *Billings!*



## BEST COFFEE SHOP





## REAL ESTATE BROKERAGE

### Berkshire Hathaway HomeServices Floberg Real Estate

**63 years in business**

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

*For most people, buying or selling a home will be the biggest transaction of their lives. And, with the real estate market loaded with some of the highest values ever, there's never been more at stake in those transactions.*

*To help with those transactions, you must have someone you can trust. And trust is how Berkshire Hathaway HomeServices Floberg Real Estate has not only survived but grown in the Billings region for more than 63 years.*

#### **What makes you stand out from the competition?**

Our brand. The integrity and excellence of our agents and our staff backs it up.

#### **What brings customers back to your business?**

Commitment to excellence. Berkshire Hathaway HomeServices Floberg Real Estate was built upon the Golden Rule and that continues on today. We treat everyone the way we would like to be treated.

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

We have 3 offices, one in Columbus, one in Billings, and one in Red Lodge.

#### **What makes your business a good place to work?**

The people. Real Estate is a competitive industry. At Berkshire Hathaway HomeServices Floberg Real Estate, we are blessed to be a part of a giving group of people. From the highest earners to the newest agents to each and every staff person, will stop on a dime to give guidance, drive across town to open a door, answer late night questions from concerned clients or agents. Giving is the gift that everyone at our office enjoys.

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

Montana is a beautiful place with so much heart, even as it grows, you don't have to look far to find passionate people working to maintain the Montana spirit.

#### **What can customers expect when they walk through your doors?**

Knowledgeable agents supported by a hardworking staff. A team is here to assist you through, what can be, an exciting and emotional transition in life.

#### **What does it mean to be voted Best**



#### **of the Best?**

Receiving this award means Berkshire Hathaway HomeServices Floberg Real Estate has the Best Agents, the Best Support, the Best Processes and our clients and now the community knows it. Considering the competition we were up against, this is a great honor and privilege. Thank you.

#### **What are you most proud of?**

Being recognized as the top office by our clients and community, not just through our numbers or statistics, truly makes all the hard work worth it.

#### **What's your secret to good customer service?**

Agent Expertise is a solid foundation, but it always circles back to the Golden Rule. Treat others as you would like to be treated.

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

There's a lot to choose from, but one that stands out is during our yearly charity event, in one evening, our agents donated over \$20,000 for the Rimrock Foundation to help fund their new recovery campus. We were blown away by our agents' generosity.

#### **How do you build trust with clients?**

Integrity, knowledge and consistent communication. Our client's best interest is priority in all situations.

#### **What makes your business popular?**

We take care of our customers professionally and expertly, but in the end, most become lifelong friends.

#### **Fun fact about your business?**

Agents and staff enjoy a hot breakfast at the office every Tuesday morning.

### FINALISTS

- Engel & Volkers Billings Real Estate, 1027 Shiloh Crossing Blvd STE #7
- Montana Real Estate Brokers, 2050 Broadwater Ave. B

### ROOFING

#### **Kirkness Roofing & Exteriors, Inc.**

**44 years in business**

144 Moore Lane  
(406) 256-1798  
kirknessroofing.com

*Roofing companies seem to come and go. If a roofing company lasts 44 years and counting, they can be trusted.*

*"The importance of keeping open communication throughout your construction project," is one of the company's secrets. "We hold customer service as our number one priority, and of course our longevity of being in business for 44 years."*

#### **What makes you stand out from the competition?**

The importance of keeping open communication throughout your construction project. We hold customer service as our number one priority, and of course our longevity of being in business for 44 years.

#### **What brings customers back to your business?**

Once again, our commitment to customer service. We have a mission to treat each customer's home like it is ours.

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

We enjoy being part of the community and giving back whenever we are able.

#### **What makes your business a good place to work?**

The team atmosphere and culture. We do all we can to help them be successful.

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

The support of the Billings community through the years is just so overwhelming. It makes us strive to do better each year. We are also so blessed to be able to support a number of nonprofits from the proceeds of the company. This is by far the most rewarding part of having a business that has been so well supported by the community.

#### **What can customers expect when they walk through your doors?**

A smiling face, and a willingness to



help. Even if we aren't able to personally. Do what we can to point them in the right direction.

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

An Honor! The support helps us to press the fact of how important customer service combined with years of experience will be noticed.

### What are you most proud of?

Our knowledgeable staff. Their willingness to learn and continue to educate, so they can help our customers and give them what they deserve: a top-notch experience! We take care of every customer the same; it doesn't matter a small repair or full replacement. Every customer is important.

Also, can't leave out the fact that our customers were willing to take the time to vote for us.

### What's your secret to good customer service?

Communication and more communication. Being empathetic and understanding from the customer's point of view. Listen with two ears and one mouth is a good rule of thumb.

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



We are a longtime supporter of Habitat for Humanity. We always support local sports teams, and little leagues. We were once again awarded the Community Champion award for now six years in a row.

### How do you build trust with customers?

Tell them the truth, it's not all about getting the job. It's also being the professional to help them and direct them in the right choices. We always offer a free estimate after a storm, always call us and we will tell you if you should file a claim. If you don't have damage, why have that claim on your record.

### What makes your business popular?

Because of the 44 years we have been in business serving our community gives our customers the confidence that we will be here to take care of their needs in the future.

### Wegner Roofing 11 years in business

902 Central Ave.

716 Second St. West, Williston ND

6100 West 41st St., Sioux Falls, SD

1140 N. Main St., Suite #4, Spearfish, SD

(406) 850-9842

wegnerroofing.com

After a storm, there are plenty of out-of-town roofing companies willing to fix your roof.

But, if you've had storm damage, are building a new house or business, or upgrading your existing roof, there's nothing better than a trusted local roofing business who's been around for awhile.

### What makes you stand out from the competition?

We have been in business since 2011. Wegner Roofing is a Platinum Preferred Company, which less than 1% of Roofing Companies have, which means we have



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ZAKARA PHOTOGRAPHY



the highest numbers of warranties in the industry. Wegner also offers an extensive variety of finance options.

**What brings customers back to your business?**

We offer the highest quality of products as well as customer service. We leave our customers with a great experience!

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

Wegner Roofing has 6 offices in 4 states as well as being the largest Solar contractor in Montana, North Dakota and South Dakota.

**What makes your business a good place to work?**

At Wegner we follow the 5 F's, Faith, Family, Finances, Fitness, and Fun! We are the best place to work in Billings and our goal is to be the best company to work for in the world.

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

Being able to invest back into the community!

**What can customers expect when they walk through your doors?**

Knowledgeable staff, a welcoming showroom, and an overall great experience!

**OTHER FINALIST**

- Sprague Roofing BILLINGS LLC, 2120 Main St.

**RUG STORE**

**Rich's Modern Flooring**  
50+ years in business  
713 Main St.  
(406) 248-3656  
richsflooring.com

**FINALISTS**

- Carpet Barn, 2032 Grand Ave.
- Carpet One, 1403 Monad Rd.

**VACUUM STORE**

**Stuart's House of Vacuums**  
52 years in business  
3127 Central Ave., Suite 3  
(406) 656-8681  
stuartshouseofvacuums.com

*The dogs that greet you as you enter Stuart's House of Vacuums are there just for fun. But, try to find a dog hair anywhere in the store. Whatever vacuum they use to clean the store would certainly work in your home or business.*

**What makes you stand out from the competition?**



Stuart's House of Vacuums has been serving the Billings community for 52 years. The staff is knowledgeable and can assist you in finding solutions to all of your cleaning needs. They can provide advice and information not available from any other source - a benefit of 80+ years of combined experience and product knowledge on a wide range of vacuum cleaner brands and models.

**What brings customers back to your business?**

The quality of our products, knowledge of our products, excellent customer service, friendly environment, and our dogs.

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

This year we became a Made in the Shade window coverings franchisee. Tom and Sandy have owned and operated Stuart's House of Vacuums in Billings for the past 27 years, offering premier vacuum cleaners, floor care solutions and built-in central vacuum systems. When presented with the opportunity to add window coverings to their product offerings, it seemed to be a perfect marriage...they've

been instrumental in helping homeowners keep their homes clean for many years, why not help them look good, too?

We offer the best of both worlds...come into our showroom and check out our selection of window coverings or we'll bring the products to your home. We'll finish the process by consulting with you, in your home with the coverings you've selected. Installation is complimentary by our trained professionals. With our eye for detail, commitment to quality products, and exceptional service, we are convinced your experience with the process and finished product will be a pleasant one. Our son, Brent, has worked with us in the vacuum business for almost 15 years, and our youngest son, Zach, basically "grew up" in the industry attending conventions and trade shows with us and we're glad to have him as another full-time employee for the last two years. Rounding out our team is our close friend, Kameron, who has sold and installed window coverings for several years.

**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 apply the Golden Rule in our business practices, but it goes beyond "Treat others like you want to be treated." We believe that if you treat your customers right, they will be happier, more likely to come back, and more inclined to recommend you to friends and family. Treat your staff fairly, and they will be motivated to provide excellent service, which leads to satisfied and committed customers. It's a "full circle" concept and one that we try to apply to each person walking through the door.

**How do you build trust with customers?**

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 Thursday.

**Fun fact about your business?**

We became a franchisee of Made in the Shade custom window coverings in February 2022.

**FINALISTS**

- Aerus of Billings, 1010 Grand Ave. STE E
- COMTECH Audio, Theater, Security & Vacuum, 7535 Entryway Dr.



WINDOW & DOOR STORE

Win-Dor Industries
36 years in business
1305 4th Ave.
(406) 248-2051
windorindustries.com

Billings is growing like crazy, no longer feeling like the little city it once was.

But, Win-Dor Industries doesn't treat their customers like it's a big city.

"As Billings continues to grow by leaps and bounds I still feel like it's a small town and we operate the business with the same small town mentality," the company says.

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.

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.

FINALISTS

- 406 Window Co., 3039 Grand Ave.
Pella Windows & Doors of Billings, 2520 Grand Ave.



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### CULTURAL/ART CENTER

**Alberta Bair Theater**  
35 years in business  
2801 3rd Ave. North  
(406) 256-6052  
albertabairtheater.org

*If you haven't seen the Alberta Bair Theater recently, you haven't seen the Alberta Bair. The \$13.6 million capital campaign that funded the renovation and expansion of the theater made what was already the region's crown jewel into an even more amazing venue. It's also the only place in many hundreds of miles where you could see an Emmy winner, Grammy winner, Oscar winner and Tony winner in the same season.*

#### What makes you stand out from the competition?

Alberta Bair Theater is the only professionally equipped proscenium performing arts venue in the region that presents touring Tony Award winning Broadway productions, Grammy Award winning musicians, and the best of theater and dance, as well as a robust student matinee series.

#### What brings customers back to

#### your business?

Patrons love the intimate setting of Alberta Bair Theater, our wide range of events, and outstanding customer service. ABT offers an experience of luxury in an attainable way.

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

ABT is a 501(c)3 nonprofit that is governed by a volunteer board of directors and operated by small but mighty staff.

#### What makes your business a good place to work?

ABT is a valued cultural anchor of the community. Working at the theater is a unique way to serve our community and further its artistic impact.

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

Billings, Yellowstone County, and the greater region are home to thousands of generous individuals, businesses, and organizations. Alberta Bair Theater benefits greatly from the people it serves as is evident from its recent successful \$13.6 million capital campaign that funded a historic renovation and expansion of the theater.

#### What can customers expect when

#### they walk through your doors?

A world-class experience celebrating the world of the performing arts.

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

It validates the vision and hard work of the hundreds of people who make ABT such a welcoming and unique experience and who have elevated Alberta Bair Theater to its historic position as the crown jewel of downtown Billings.

#### What are you most proud of?

The community that strongly supports the theater's mission of bringing the excitement of the performing arts to the Big Sky Country.

#### What's your secret to good customer service?

Focusing on inclusivity, attention to detail, and welcoming each patron with authentic kindness.

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

Access to the Arts gives tickets to local non-profits who work with vulnerable populations as a part of its Education and Community Outreach Program. Ten for Ten, a group ticketing program for educators and civic leaders, removes price as a barrier to select performances.

Everyone should have access to the joy and inspiration of the performing arts.

#### How do you build trust with customers?

Alberta Bair Theater builds trust with its patrons through transparency, accountability, and inclusivity.

#### What makes your business popular?

The variety of events we bring in cater to all different groups of people. A patron can come to ABT to get a little piece of everything. The welcoming staff facilitates a feeling of comfort and a sense of belonging. People can experience the arts in an indulgent yet attainable way.

#### Fun fact about your business?

It was the last Art Deco movie house with a vaudeville stage that was built and operated by the Fox Theatre Corp. in 1931. Today it is the largest fully equipped performing arts venue between Spokane and Denver.

### FINALISTS

- Art House Cinema & Pub, 109 N 30th St.
- The Pub Station, 2502 1st Ave. N.

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# LOCAL



## CUSTOMER SERVICE

### Berkshire Hathaway HomeServices Floberg Real Estate

63 years in business

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

*There's a reason most new businesses don't survive their first year. Starting a business requires an expertise and luck that most people don't have.*

*There's also a reason businesses survive and grow for decades.*

*"Dedication to our clients, day and night, ensuring their best interest is the priority in all situations," says Berkshire Hathaway HomeServices Floberg Real Estate of its 63 years in business. "*

**What makes you stand out from the competition?**

Dedication to our clients, day and night.

**What brings customers back to your business?**

We were built upon the Golden Rule

and that continues on today. We treat our customers the way we would like to be treated.

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

The Relocation Department. If you're moving out of the Billings, Red Lodge or Columbus areas, our vast network allows us to research, screen and locate an agent in the city you're trying to move to.

**What makes your business a good place to work?**

Respect. Every voice is heard. Every person matters.

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

The relationships that are created, strengthened, and carried forward. The people of Columbus, Billings, and Red Lodge are the best in the country.

**What can customers expect when they walk through your doors?**

Gratitude. Honesty. Integrity. Agent Expertise. Teamwork.

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

Receiving the Reader's Choice Best Customer Service Award is a reflection every person in our organization. Real Estate is a team effort, but to have you, our clients, and the public recognize

Berkshire Hathaway HomeServices Floberg Real Estate as providing the Best Customer Service is truly rewarding.

**What are you most proud of?**

That our clients and the public recognized the quality of service the agents and staff of Berkshire Hathaway HomeServices Floberg Real Estate provides and made the effort to vote for us. Thank you.

**What's your secret to good customer service?**

The Golden Rule, always The Golden Rule. Treat everyone as you would like to be treated. Working to ensure our customer's interest is priority in all situations.

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

We are constantly looking for ways to give back, be it Red Lodge Relief, Project Hope in Columbus, Special K Ranch, Ronald McDonald House, or our local schools. We had our first annual Welcome to the Neighborhood event in July where we invited 21 nonprofits and community enrichment organizations to meet and greet with the public.

**How do you build trust with clients?**

Actively listening to our clients. Act-

ing in their best interest. Our client's best interest is priority in all situations.

**What makes your business popular?**

When you do a good job, people talk. Referrals and reputation are the lifeblood of a successful real estate office.

**Fun fact about your business?**

Our company is over 60 years old.

## FINALISTS

- Canyon Creek Brewing, 3060 Gabel Rd.
- Classy N Sassy, 1313 Broadwater Ave.

## HOTEL

### Hilton Garden Inn

15 years in business

2465 Grant Rd.  
(406) 655-8800  
billings.hgi.com

*You hear businesses say this once in a while, that they've cultivated employee loyalty and longevity by treating them like family.*

*The Hilton Garden Inn isn't kidding about that.*

*"At the Hilton Garden Inn, we have a*



## LOCAL



work family atmosphere where employees feel like they are working with their extended family members," the company says. "We provide a safe and fun work environment, and the longevity of our employees shows that they enjoy coming to work every day.

### What makes you stand out from the competition?

The Hilton Garden Inn Billings is so much more than just a hotel, we offer in-house catering prepared by our Executive Food and Beverage team along with 4,100 square feet of meeting space to host a variety of different meetings and events.

### What brings customers back to your business?

Consistent service that they can count on during each stay. Whether it be a night stay at the hotel or letting us host a catered event, we strive on providing top notch service that our guests can rely on each time they are in-house with us.

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

We have a delicious cook to order breakfast, dinner and bar service with daily specials that is open to the public 7 days a week.

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

The Billings' community is extremely supportive of local businesses and has so many opportunities available to get out in the community to give back to those in need.

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

Being the best of the best means that you stand out from the other competitors which exemplifies great customer service and a beautiful product.

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

Members of the hotel are very active with the Billings Chamber of Commerce, Special Olympics, local food drives, Toys for Tots and various other non-profit organizations.

### Fun fact about your business?

The Hilton Garden Inn recently went through a renovation of all meeting space and public areas of the hotel, this giving the hotel a bright and cheery welcome to those who enter our doors.

### FINALISTS

- DoubleTree by Hilton Hotel Billings, 27 N 27th St.
- Northern Hotel, 19 N Broadway

### MUSIC VENUE

#### St. John's United - Summer Concert Series

3940 Rimrock Rd  
(406) 655-5600  
stjohnsunited.org

*If you've attended an outdoor concert at St. John's United, you know why they won this category.*

*Not only is the music performed in a beautiful landscaped part of St. John's campus, but there is plenty of room for setting up a comfortable lawn chair.*

*Plus, there's food trucks.*

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

The most well-known way that St. John's United gives back to the community is through its annual Summer Concert Series, which provides the gift of music to be enjoyed by people of all ages. These musical concerts are scheduled over a seven week period and are held on three of our campuses. We want to be an active part of the local community and many of our staff serve on local boards, committees, and work groups

as we find additional ways to support the local needs. Finally, we gladly welcome our neighbors to enjoy our beautiful campus communities and to find refreshment in the beautiful flowers and on peaceful walking paths.

### FINALISTS

- Alberta Bair Theater, 2801 3rd Ave N
- The Pub Station, 2502 1st Ave N

### PLACE FOR A CHILD'S BIRTHDAY PARTY

**ZooMontana**  
38 years in business  
2100 Shiloh Rd  
(406) 652-8100  
zoomontana.org

*Every frantic parent with a kid's birthday coming up knows this secret. Hold the party at ZooMontana. And, it's not just the animals there. There are several terrific playgrounds and your party may even get a visit from a peacock, or you may overhear the roar of a tiger. What kid's not going to remember that?*

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**What are you most proud of?**

ZooMontana is most proud of the rescue work we do, providing forever homes to wildlife in need. In addition, many within the community know the story of the Zoo and how it was saved from near closure. Our incredible team holds their heads high, knowing we have created a beloved and valuable community asset for all to enjoy.

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

As a nonprofit, community organization, ZooMontana understands the importance of giving back. Thus far in 2022, the Zoo has donated over \$35,000 in free passes and memberships throughout the community and state to help other nonprofits raise crucial funds to help fulfill their many wonderful missions.

**How do you build trust with customers?**

When ZooMontana makes a promise, we will always follow through. While this may sometimes take years due to our funding structure, we will always complete what we say we will. This provides a platform of results, which generates trust and an eagerness to work with us.

**Fun fact about your business?**

ZooMontana will always feature outdoor animals that live on or above the 45th parallel of earth. This allows us to keep our animals outdoors no matter the season. In addition, ZooMontana takes pride in providing homes for rescues, most of which are ex-pets. (Even one of the Grizzly Bears!)

**FINALISTS**

- Get Air Trampoline Park, 1400 S 24th St W
- Wise Wonders, 3024 2nd Ave N

**PLACE FOR FAMILY FUN**

**ZooMontana**  
**38 years in business**  
 2100 Shiloh Rd  
 (406) 652-8100  
 zoomontana.org

*Think zoos are just for kids? Not ZooMontana.*

*“ZooMontana takes pride in the fact that the park is for everyone. It is one of a few places in Billings that is truly multigenerational,” the zoo says. “A grandmother can have just as much fun as her grandson. The Zoo is a fantastic way to spend a day with those you love.”*

**What makes you stand out from the competition?**

ZooMontana takes pride in the fact that the park is for everyone. It is one of a few places in Billings that is truly multigenerational. A grandmother can have just as much fun as her grandson. The Zoo is a fantastic way to spend a day with those you love.

**What brings customers back to your business?**

From the beginning of the Zoo’s re-birth, ZooMontana pledged to become a community gathering place. In order to achieve this, the Zoo worked to create and provide events that catered to all walks of life. From nonprofit events, to weddings, to concerts, to company picnics, we work hard to ensure some fun activity will bring you back to the Zoo several times a year!

**What’s something your customers may not know about your business?**

Unlike most of the Zoo’s colleagues, ZooMontana receives no public tax funds and is completely private. In addition,

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ZooMontana is accredited by the Association of Zoos and Aquariums, something that less than 10% of animal facilities in the U.S. have been able to accomplish!

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

To be voted the best of the best is a true honor. We have many great family friendly organizations in Billings, so to have the public vote us as the best is a truly remarkable feeling. It tells us that we are doing things right. Thanks Billings!

**FINALISTS**

- Ox Indoor Axe Throwing, 119 Rhea Ln
- The Grand Escape Room, 801 14th St W STE A

**PLACE TO GET MARRIED**

**WillowBrooke Barn**  
 2 years in business  
 414 S. 64th St., W.  
 (406) 670-4406  
 willowbrookebarn.com

*WillowBrooke Barn is two for two. Two years in business and twice named by voters as the best in the business.*

*"Honesty and integrity are a big part of what we do at WillowBrooke," the business says. "It is important to us that we stay true to our word and make sure to treat our clients how we would like to be treated. We go above and beyond to be as accommodating as possible for our couples."*

**What makes you stand out from the competition?**

Our venue brings something completely new to the Billings wedding scene. Customer service is our top priority and we work hard to make every couple's wedding dreams a reality.

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

We are not just a wedding venue, WillowBrooke is suited to host almost any event. From an intimate elopement to a



large corporate conference we are happy to accommodate events of any size.

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

We love being able to meet and share in the excitement with every couple who comes to our facility. The joy they feel when they book their dream venue is con-

tagious and we love to be a part of it.

**What can customers expect when they walk through your doors?**

A friendly, positive atmosphere and owners who will go above and beyond to make your big day everything you've dreamed of.

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

Being a new business and winning two years in a row is an incredible honor. We have felt the support of the Billings community and look forward to making dreams come true for years and years.

**What are you most proud of?**

WillowBrooke is truly a family-run business, built from the ground up by our family members and friends. We are so proud that all of our hard work has paid off and we have something so beautiful to show for it that the whole community can enjoy.

**What's your secret to good customer service?**

Here at WillowBrooke we treat every couple like family. It is such an honor to be a part of the biggest day of their lives, we get excited when they get excited and we cry at every wedding alongside the families. It is so touching to be a part of such special, intimate moments.

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

On many occasions we have been happy to donate use of our venue for charity events.

**Fun fact about your business?**

We chose the name WillowBrooke to honor our daughter, sister, mother, and friend, Brooke Cady. With every event we host we celebrate her and remember the joy she brought to all of our lives.

**FINALISTS**

- Camelot Ranch, 8736 Camelot Ln.
- DanWalt Gardens, 720 Washington St.

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 - 777 Fitness

**PLACE TO WORK**

**St. Vincent Healthcare**  
 123 years in business  
 1233 N. 30th St.  
 (406) 237-7000  
 SvH.org

*St. Vincent Healthcare may be in the hospital business, but they're doing more in the community than treating patients. They're keeping many people from needlessly becoming patients.*

*They have been devoted to healthier communities for 123 years, by addressing the social determinants of health, economic stability, education, food security and the social and community environment.*

*"All of our associates are part of a team that believes a career is a calling and knows healthcare serves a higher purpose," the hospital says.*

**What makes you stand out from the competition?**

Serving the people of Montana, Wyoming, and the western Dakotas for more than 120 years, St. Vincent Healthcare is located in Billings, Montana. In addition to 12 primary care clinics in and around the Billings area, St. Vincent Healthcare offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children, St. Vincent Children's Healthcare. St. Vincent Healthcare has more than 1,700 associates and over 500 physicians and advanced care professionals. St. Vincent Healthcare is part of the Intermountain Healthcare system. Based in Utah with locations in seven states (Montana, Colorado, Idaho, Kansas, Nevada, Utah, and Wyoming) and additional operations across the western U.S., Intermountain Healthcare is a non-profit healthcare system comprised of 33 hospitals, 385 clinics, medical groups with some 3,800 employed physicians and advanced practice providers. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs consistently. To learn more about St. Vincent Healthcare, visit svh.org.

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

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

of every thought, communication and action that takes place in this healing space.

**What makes your business a good place to work?**

Every company has a mission statement on its wall, but at St. Vincent Healthcare the mission lives in our hearts and actions. No matter what part you play or which role you fill, you are improving the lives of the people and communities we serve, especially those who are poor and vulnerable. Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All of our associates are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

**What can customers expect when they walk through your doors?**

If you need care, you want to know that your hospital or healthcare system is known for patient safety and excellence. You can feel confident that St. Vincent Healthcare is establishing a national reputation for our commitment to safety, excellence and innovation. You can also take comfort in knowing that St. Vincent is a faith-based organization guided by our mission, vision and values.

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

Our caregivers are the foundation of our ministry. We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Healthcare, so to be voted by them as the "Best Place to Work" in Billings for a third consecutive year is an absolute honor. Our team lives out our mission every single day by improving the health of the people and communities we serve and they are the heart of this organization. We could not be more proud.

**What are you most proud of?**

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

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

Inspired by our faith, St. Vincent Healthcare addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable. The Sisters of Charity of Leavenworth found creative ways to provide health-

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care in their communities more than 150 years ago. Through strong community partnerships, we continue that work today, bringing innovative, evidence-based programs and services outside the hospital walls. St. Vincent Healthcare is committed to investing in community benefit programs and initiatives that:

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

**FINALISTS**

- Berkshire Hathaway HomeServices Floberg Real Estate, 1550 Poly Dr.
- Stockman Bank, Various locations

**RETIREMENT COMMUNITY**

**St. John's United**

3940 Rimrock Rd  
(406) 655-5600  
stjohnsunited.org

*You can see it when you drive past St. John's United main campus on Shiloh and Rimrock roads. You can see why they have been voted best retirement community.*

*The campus and the buildings are clean and tidy and modern. And, the most telling evidence is the residents walking around, enjoying themselves and enjoying each other.*

**What makes you stand out from the competition?**

St. John's United acknowledges that there are many fine retirement communities in the Billings area which provide quality service to seniors. There are, however, some distinguishing features that set St. John's United apart. First, St. John's is the only Life Plan Community in the area, meaning that we offer every level of senior living (from independent to skilled nursing) in our family of services. Our residents have priority access to the care they need before we reach out to offer this same care to people from the broader community. Second, St. John's has retirement communities in multiple locations (Billings Heights, Billings West End, Laurel, and Red Lodge). Third, St. John's is a faith-based, not-for-profit organization, affiliated with twenty-five ownership Lutheran congregations.

**What brings customers back to your business?**

People return to St. John's because of our missional intent and willingness to



understand their unique situations, accompanying them as they experience all forms of life transitions. Some of these transitions include, but are not limited to, retirement living (independent, assisted living, memory care and skilled nursing), rehabilitative services, at-home services, home health care, and hospice care.

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

St. John's United provides human services to people of all ages, from the beginning of life to the end of life. St. John's currently is the largest not-for-profit child daycare in Yellowstone County. St.

John's also provides child adoption services, mental health counseling services, in-patient and out-patient rehabilitative services, home health care services, and hospice care services. Most people may also not be aware that St. John's is one of the five largest employers in Yellowstone County.

**What can customers expect when they walk through your doors?**

People visiting St. John's can expect to experience a genuinely caring attitude about their situation, and a spirit of innovation regarding the future. The world is continually changing, and senior servic-

es are too. St. John's aims to continually evolve and grow in order to better serve all generations.

**What are you most proud of?**

We are most proud of our dedicated staff who truly give the best of themselves every day. We're also proud of our incredible residents who enrich our lives in so many ways!

**FINALISTS**

- MorningStar Senior Living of Billings, 4001 Bell Ave
- Westpark Village, 2351 Solomon Ave



**ACCOUNTANT**

**Colleen Black -  
Colleen Black & Company**

19 years in business  
1925 Central Ave.  
(406) 248-1040  
cblacktax.com

*There is something about sharing your most private financial information with a tax preparer that makes you close. It's just how it is, and Colleen Black loves it when that happens.*

*"We feel like a counselor to clients. I've had big, burly men come into my office and share personal information about their personal relationship and begin crying," she said. "It really is quite a compliment to think that we are trustworthy enough to share so deeply."*

**What makes you stand out from the competition?**

As an accountant I think that I stand out because of the type of service that I can continue to offer my clients. I find the time to sit down with each of my clients every year by pre-scheduling my tax appointments for them. This gives us a chance to talk, at least once a year,



about tax information or employee benefits, business transition planning or any other pressing issue. I find that I serve as a quasi-controller for many of my clients' companies. I like to develop a personal relationship with each of my clients. Going above and beyond sounds a bit cliché when it comes to answering this because all service individuals think that they provide this.

**What brings customers back to**

**your business?**

I have been blessed to have the best clients around. People come back because they know that I care about them and their business. I love to plan and then watch it develop to fruition - and save lots of money in tax! My number one rule for all clients is to pay yourself first. If I can help a client set up the right kind of entity to operate in, then establish to support employees, then implement a retirement

and employee benefits plan and finally help to successfully transition the business to someone else - I have done my job right! I find it enjoyable and rewarding. I only operate as a team member and my clients know that. I am fully on board!

It's a funny phenomenon sometimes, once you learn about a client's personal financial information you develop a much deeper relationship with that person and should know about EVERYTHING in their life. We feel like a counselor to clients.

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

Something that my customers may not know about my business is that I have started to transition out of my business. I'm (Colleen) not going anywhere! I just decided to take my own advice. It is important for any successful business transition to have plenty of "lead time", 10 years is perfect. Given that, I have sold some of my stock in my company to three of my most trusted employees. I am still an owner but will now get help running the business and can look forward to a long and prosperous future for the business. A good thing for customers to know is that we are not changing a thing. We will continue to operate as we have for the past several years.

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**www.BillingsTechGuys.com**



**What makes your business a good place to work?**

Colleen Black & Co is a great place to work! It's not only because of the benefit package but because you are seen as a person. Every person matters here. We DO have a generous full benefit package, which Colleen prides herself on. Family is first and time off is encouraged for all employees. Having balance in your life is as important to Colleen as it should be to each employee. It has been said that some employees have been able to use Colleen's personal Florida Condo as a benefit.

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

I was fortunate enough to have grown up in Billings. I had an idyllic childhood, went to school, met my husband and landed here. I always thought that I would leave but am so fortunate to still call Billings my home. Billings has become a little "big" town. We can trust our neighbors and love our co-workers and it's okay. We have all of the benefits of a big city in Billings with the arts, clubs and social activities that already go on. If we want more it's easy to hop on a plane and go experience those things in larger communities. Then it's nice to come home to Billings.

**What can customers expect when**

**they walk through your doors?**

Customers will be greeted with a friendly hello when they walk through my office doors. We have a talented and experienced team of professionals that are available to help them, but above all else, they are nice. Everyone who works here is nice! Weird, huh? We have NO DRAMA in the office - everyone likes and respects each other. There's a good vibe.

A client might be surprised when they walk through the doors. The inside of the building looks NOTHING like the outside. There's a kid room - it's a cool place - all painted neat and was done with intention. The rest of the office is a very comfortable "living room"-type setting. We have a nice warm fire burning during tax season. If you make it in on the "right" day you'll even get a fresh-baked chocolate chip cookie!

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

Oh my goodness - to be voted Best of the Best in my community, by my community residents is such a HUGE compliment. I don't take it lightly. It makes me want to work harder... for my clients, my staff AND the community. This sets the bar high and makes me want to go out and get it again next year! I want to live up to

the expectations of the community - I can hardly believe it. Thank you Thank you Thank you - emoji emoji emoji!

**What are you most proud of?**

I am most proud of the fact that I could have started a company that has endured and provided for so many families by providing jobs with the very best benefits around. Secondly, I am proud of the work that my non-profit, DreamPackers, has done for the community of Billings.

**What's your secret to good customer service?**

I don't think that I have a secret to good customer service. There really is no secret to good customer service in my opinion. It just IS what it IS. Good service IS good service. Period. I don't claim that I am always good at it but I strive to always do better.

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

I have a non-profit, DreamPackers, Inc. It was established in 2004 and began with 9 kids who lived at the Women and Family Shelter downtown. We provide personalized back packs to underserved kids who need them. This year we filled more than 150 - happily.

**How do you build trust with cli-**

**ents?**

Building trust with clients in our industry comes fast because of the type of work we do. Having confidence and training in the current tax law isn't something that you can fake. Offering to do more or know more is an easy way to build trust in clients. I always tell my team that anyone can prepare a tax return from the information provided .. to do it right, however is optimal. Knowing what is missing is key.

**What makes your business popular?**

I don't know what makes my business popular. I think that by having a big sign on a busy street helps. Doing good work is our best advertising, though. I didn't even have a sign for the first year that I was in business.... it was still busy.

**Fun fact about your business?**

We enjoy "Football Fridays" at the office. Colleen hired a psychic, intuitive counselor, medium, to come into the office for a group reading.

**FINALISTS**

- Lisa Woods - Woods Accounting, 1030 S 24th St. W.
- Mandy Kleinhans - MicroBooks, LLC, 405 E Main St.

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- Alaina Hahn, Tattoo Artist
- Seth Buechler, Shop manager
- Shane Welbes, Body Piercer
- Cindy Hahn, Owner, Tattoo Artist

**2075 Central Ave Suite B, Billings, MT 59102 (406) 839-9393**

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the BEST of BILLINGS  
BILLINGS GAZETTE  
2022 WINNER



## PEOPLE



### ATTORNEY

#### Colin Gerstner - Gerstner Adam Law

6 years in business

2828 1st Ave. S.

(406) 969-3100

gerstnerlawoffice.com

*The stereotypical atmosphere of a law office presented on TV or in the movies is intimidating – plush but austere furniture, a lot of wood paneling, a giant desk from which the attorney delivers an opaque message to you in a language known as “legalese.” You won’t find that in Colin Gerstner’s law office. As he explains: “We don’t talk down to people or make them feel uncomfortable.” Attorney Gerstner knows that clients are often in a vulnerable place when they come in. “We aim to comfort people while having candid discussions about their legal situation,” he adds.*

#### What makes you stand out from the competition?

We give each of our client’s personal attention on their cases. We get to know each of them on a deeper level than what many people expect from their attorneys. When clients come to see us, they typically are going through a very tough time in their lives. They likely suffered an injury, and the emotional and financial burden can be overwhelming. Since we are a smaller firm, we can look at each client, develop individualized goals, and then work hard for our clients’ best interests.

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

Both Colin and Paul grew up here in Billings. We love working in our home-

town. We both coach youth sports and are active in our community. Both of us are constantly running into people that we may not personally know yet, but they know our family members or other close friends. While Billings is growing, it still feels like a small town in many regards. There’s no other place where we’d want to practice law.

#### What can customers expect when they walk through your doors?

Compassion and a relaxed atmosphere. Jordan is frequently the first person that clients speak to when they call. She puts people at ease with her kindness and empathy.

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

We are committed to giving back to the community by both donating financially and volunteering our time. We often joke that we are regulars in the Billings charity golf circuit. We certainly did not get to where we are today without the support of those in the community. Gerstner Adam Law is dedicated to paying it forward and helping make Billings an even better place to live.

#### Fun fact about your business?

Forming Gerstner Adam Law is not the first time that Colin and Paul have teamed up. In 1996 and 1997, they were teammates in the Boulder Arrowhead Little League. Paul played third base, and Colin played first base. They cannot recall if they ever turned any 5-3 double plays.

### FINALISTS

- A.J. Miller - Odegaard Kovacich Snipes PC, 550 N 31st St. STE 200
- Michele Braukmann - Meridian Law, 100 N 27th St. #320



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**BARBER**

**Samantha Simpson - Duke's Barbershop**

**1 years in business**  
926 Main St., Suite 21  
(406) 702-1181  
dukesbarbershopllc.wixsite.com

**FINALISTS**

- Austin - Austin's Barber Shop, 2225 Main St. UNIT 5
- Samantha Rivera - Rebels & Razors, 118 N Broadway

**BARTENDER - FEMALE**

**Kacey Wingate - Canyon Creek Brewing**

**9 years in business**  
3060 Gabel Road  
(406) 656-2528  
canyoncreekbrewing.com

*Want to have your spirits lifted while someone is pouring your spirits? Or your beer?*

*There's a reason Kacey Wingate continues to be voted best bartender. She's really, really good at what she does. And, if it seems like she's friend, she's not faking it. She really does like her customers.*

**What makes your business a good place to work?**

First off...We have beer!! Ron, Doug and Theresa, the owners of the brewery, are great to work for! It's fun, fast paced, and social!

**What can customers expect when they walk through your doors?**

Our beer drinkers are greeted with a relaxing atmosphere and a warm welcome from all of us. We want you to love your time at our brewery.

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

It's a great feeling! I do my best to make sure our beer drinkers are having a great time while at our brewery. I strive to keep my team of awesome beer slingers happy, and the owners happy with the job that I do. I'm humbled and very thankful!

**What are you most proud of?**

I am proud of being a part of what I feel is one of the best breweries around since day one. I am proud and very lucky to have hired and maintained an outstanding brewery crew. My team is awesome and I'm grateful for them.

**What's your secret to good customer service?**

The brewery is an extension of my home and everyone who walks in the door is a part of the brewery family. Being kind

and hospitable is part of my personality. **What are some of the things you do to give back to the community (charity work, donations, etc.)?**

We give back to our community by hosting fundraisers, auctions, and we are always willing to donate to community causes.

**What makes your business popular?**

I strongly believe we have some of the best servers in Billings along with consistently great tasting beer. We truly appreciate and consider our beer drinkers family.

**Fun fact about your business?**

I am the last original hire still working at the brewery. I have been a part of the brewery since day one.

**FINALISTS**

- Ashley Heyd - Craft B&B, 2658 Grand Ave.
- Jennifer Benavidez - Jake's Bar and Grill, 2425 Gabel Rd.

**BARTENDER - MALE**

**Mac Bofto - the Den**

**3 years in business**  
1411 Chy Way  
(406) 252-8717  
thedensportsbar.com

**FINALISTS**

- Brandon Johnson - Jake's Downtown, 2701 1st Ave. N
- Tyson Adams - Diamond X Beer Co., 5417 Hawk Creek Ave.

**CHEF**

**Jason Marble - The Marble Table**

**2 years in business**  
2525 Montana Ave.  
(406) 281-8891  
themarbletable.com

*Don't be surprised if while dining at the Marble Table you get a tableside visit from the chef himself, Jason Marble.*

*When he asks you how your meals are, he isn't just being friendly, although he is doing that too. He really does want to know if you are enjoying the food. He wants to make sure your meal is perfect.*

**What brings customers back to your business?**

Love. Friendship. Kindness. Love in how we speak to our guests at our table to the amazing food prepared with love. Consistency is something we strive for everyday. Not only in the food but the

atmosphere. Warm welcome with warm decor, just like home.

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

Why we named it The Marble Table. We wanted our customers to feel like they are our family; sitting down at our, table in our home.

**What makes your business a good place to work?**

Respect. Appreciation. Kindness. Grace. Teamwork. Honesty. Our employees don't work for us, they work with us. We cannot do it without every single one of them from Dishwashers and Hosts to our Servers and Kitchen staff. We are all here to serve our customers.

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

Billings is home for us. We have lived other places but grew up here. Our friends and "family" "make us feel welcomed. Opening our restaurant in November of 2020 was such a risk. We feel so loved by our wonderful city and it is like you have all been on this journey with us and we are so grateful. We absolutely love being down on Montana Avenue. Billings is called the Magic City. The reason they called it that was once the railroad came Montana Avenue was the heart of Billings. Opening shops right where we are now. Letting the "magic" of Billings bless the business owners of past and present. We had a dream of over 20 years to open our own place.

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

It is such an honor. Thank you for recognizing all the hard work our "family" puts in to serving you each and everyday.

**What's your secret to good customer service?**

The Golden Rule. Treat others the way you want to be treated. Simple.

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

We want to help our community when we are able. That is definitely our heart. If that means helping benefits with their silent auctions by donating a dinner for two, raising money for Montana Hope Project, sponsoring Little League teams, sponsoring varies athletes, and helping our staff anyway we can. Being involved in Historic Montana Avenue Association helping to better historic Montana Avenue for years to come. We believe you should be invested in your community however you can. Be there for one another. Share a smile with a passerby. You never know how just one little smile and a warm hello can change a person's perspective. That's how we give back...everyday.

**What makes your business popular?**

Amazing comfort food from scratch.

Great service. A personal touch.

**FINALISTS**

- Andy Glynn - High Horse Saloon & Eatery, 3953 Montana Ave.
- Oscar Dorantes - The Buffalo Block, 2401 Montana Ave.

**DENTIST**

**Dr. Russell Homer - Brewer Dental Center**

**39 years in business**  
2900 Central Ave., Bldgs 1 and 2  
710 Main St.  
(406) 656-6100  
brewerdentalcenter.com

*As the best dentist in the best dental practice in our readers' poll, Dr. Homer has a right to be proud. But, a quintessential team player, Dr. Homer gives credit to his colleagues: "We have always just tried to do the right thing and to go above and beyond to take care of people. When that is recognized it feels like you are making a difference. We are also super proud of our BDC crew. They really are some of the most amazing and talented people. It is our pleasure to know them and work with them every day."*

**What makes you stand out from the competition?**

At Brewer Dental Center we really just try to focus on taking good care of people. We strive to deliver a comfortable environment where comprehensive care can be offered as conveniently as possible. It really just comes down to dental care designed for each individual, or as we call it "Just For You" care.

**What brings customers back to your business?**

How people are treated is probably the biggest factor. They love the effort we make to get them in when they need us and back on the road as efficiently as possible. Life and the problems of life are often pretty inconvenient so we try to offer solutions to the inconvenience of dental care.

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

They might not know how heavily we are involved in the community and how much we believe in giving back. Whether it's sponsoring a little league soccer team, teaching kids about healthy smiles, or providing our annual free dental day, we believe small efforts add up to be a big deal for the individual. This tends to help create a pay it forward mentality which is great for the whole community.

**What makes your business a good place to work?**

The only way for us to deliver the best



# PEOPLE



care is to work with the best people. We truly are blessed to rub shoulders with some amazing individuals. They believe in what we are trying to do and extend themselves to deliver on those commitments. At the end of the day we really see the people we work with as family. We take care of each other and try to lighten the load for each other wherever possible.

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

This community is what has made us into who we are today. BDC has been part of the community for 39 years and counting and we understand that we are stronger together. There really is a strength in leaning on others and helping to build one another up. We've enjoyed interacting with some of the most down to earth, kind, caring people out there and look forward to continuing to build those relationships.

### What can customers expect when they walk through your doors?

When someone walks in the door they can expect to get our best effort. We know that many times if you're at the dentist unplanned it might not be your best day. We want to make sure we make those appointments count and help get people back to their lives as smoothly as possible. If it's for routine care we love to be part of some-

one's journey to keep a healthy smile.

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

We have been blessed to be voted the Best Dental Office and Dentist since the inception of the program. It feels good to have those daily efforts recognized and especially for our team that really is the heart and soul of our practice to know what they do is noticed by those we care for. We don't take it for granted and know that in order to stay the Best we have to keep delivering the wow and keep showing up for people.

### FINALISTS

- Dr. Cody Winterholler - Winterholler Dentistry, 683 Henry Chapple St.
- Dr. Ryan Ross - Grand Avenue Dental, 2911 Grand Ave.

### ESTHETICIAN

#### Kialy Iverson - Element Skin Therapy

7+ years in business

411 24th St W Ste. 113

(406) 208-7822

[elementskintherapy.com](http://elementskintherapy.com)

### FINALISTS

- Taya Gann - Escentia Salon, 670 King Park Dr # 3
- Tiffany Rogina - Element Skin Therapy, 411 24th St W Ste. 113

### FINANCIAL ADVISOR

#### Adam Gross - Retirement Solutions

8 years in business

178 S. 32nd St. W., Suite 1

(406) 794-2627

[Retire-solutions.com/Adam-Gross.20.htm](http://Retire-solutions.com/Adam-Gross.20.htm)

*Now more than ever, as the economy wobbles into an uncertain future, you can't take your retirement plans for granted, even if that retirement is a long way off.*

*The better your retirement plans are, the more time and money you can spend on the things that matter most.*

*"You have enough things to worry about, money shouldn't keep you up at night," the company says. "If I can make talks about money easy and help point someone in the right direction, it allows them to spend time creating memories, the ones that you want to make a photo album*

*of, the timeless, classic memories."*

### What makes you stand out from the competition?

Well, I can tell you what my clients say is different. From start to finish the conversation is focused more on them and not on why one product is better than the other. In other words, I'm not trying to sell them on a product or company; I'm focused on their needs and goals.

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

Having conversations about finances doesn't have to be uncomfortable. My experience is that people who take the step to make financial plans feel a greater sense of relief and freedom about the future.

### What makes your business a good place to work?

We have built a solid team, and when you have the right team, you can not only do more, you can enjoy the heck out of it.

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

Helping my neighbors and friends be the best version of themselves helps bolster the whole community and put all of us in a better position to raise kids, start a business, or even retire.

### What can customers expect when they walk through your doors?

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8333 Story Road, Billings, MT • 406.656.7668  
[www.swankyroots.com](http://www.swankyroots.com)



Coffee, great artwork, a smile, and a firm handshake. I strive to have people leave my office knowing they are in great company and that I have their best interests at heart.

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

I feel fortunate to have the clientele I do, so it's always an honor to know that they feel satisfied with the work I have done and the relationship we've built.

**What are you most proud of?**

My family, my girls and my wife are amazing. My wife is such an inspiration for me and an encourager. I wouldn't be here without her. My girls are teaching me every day that I can do more and handle more.

**What's your secret to good customer service?**

I believe in the value of helping someone discover their why.

**FINALISTS**

- Chad Lippart - Edward Jones, 420 The Parkway STE Q
- Kyle Geffre - Stockman Wealth Management, 402 N Broadway

**HAIR STYLIST**

**Samantha Law - Get FLAWLESS**

**2 years in business**  
67 King Park Dr., Suite 3  
(406) 661-2348  
getflawless-108022.square.site

*You don't thrive in the fashion business these days without mastering social media.*

*Samantha Law at Get FLAWLESS has done that. But, her greatest advertising tool still remains the greatest advertising tool of all time.*

*"Word of mouth," she says.*

**What makes you stand out from the competition?**

The passion I have for my business and the drive I have to create a name for myself, while being humble and open to learning from one another.

**What brings customers back to your business?**

The quality of my work. As well as the relationships I build with my clients.

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

I love my community because we are a constantly expanding city and there are just so many opportunities available for small business owners like myself.

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

It makes me feel excited about the opportunity my business has to grow.



**What are you most proud of?**

I'm proud of where I am. I have come a long way to be where I am today!

**What's your secret to good customer service?**

Ensuring my clients are happy with the services they have received.

**How do you build trust with clients?**

My trust comes from being reliable and showing up. Communicating the goals we want to achieve while giving them realistic results.

**What makes your business popular?**

My social media marketing, including instagram, Facebook, tik Tok and as always word of mouth

**HAIR STYLIST - FINALIST**

**Kaitlin Hagfeldt - Ethos Salon**

**10 years in business**  
1603 Grand Ave., Suite 115  
(406) 601-9316  
ethosalonmt.com

*Let's be frank, most people go to their hair stylist for more than having their hair styled. They want to visit with someone they consider a friend, someone who will listen and collaborate with. They want someone who keeps up with the latest styles and products. All those are reasons why readers have named Kaitlin Hagfeldt one of the best of the best.*

**What makes you stand out from the competition?**

I spend a lot of time and energy on continued education and am always craving new, trending ways to color hair.

**What brings customers back to your business?**

My attention to detail and ability to make you feel heard and understood while in my chair and a skill to execute your desired look.

**What can customers expect when they walk through your doors?**

A luxury hair experience, cozy amenities like warm coffee and a snack, a relaxing shampoo experience, and empowerment to take care of your hair at home at the end of the service.

**OTHER FINALIST**

- Samantha Downey - Platinum Salon, 485 S 24th St. W.

**INSURANCE AGENT**

**Reilly Parisot Stockman Insurance**

**28 years in business**  
1405 Grand Ave.  
2450 Main St., Worden, MT  
(406) 371-8115  
stockmaninsurance.stockmanbank.com

*You don't want to go wading into choosing insurance coverage on your own. Pick a pro who isn't trying to sell you on something is sound advice.*

*I bring value to interactions with my customers by educating them on their questions and concerns in the insurance industry. I am not here to sell," says Reilly Parisot of Stockman Insurance. "I'm here to advise and be the expert for and provide outstanding customer service in the process."*

**What brings customers back to your business?**

Because of our personable and friendly staff. We give our customers relevant information and when we don't know the answer, we find out the correct one in a timely manner. You will always know who you are going to get on the phone and not some stranger on a toll-free line.

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

Stockman Insurance has been in business in Montana since 1993 as a Montana owned and operated independent insur-

ance agency. With numerous appointments with some of the top carriers in the United States, we can find you the right coverage for the right price with even better customer service than the other agencies out there. We offer products in Personal Lines, Business, Agriculture, and Life policies.

**What makes your business a good place to work?**

I love working for Stockman because I know how much they invest in my success through personal and professional development to further my career. I also greatly appreciate their investments in our Montana communities and their commitment to excellent service to all of our customers.

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

Billings has been the most welcoming community. When I began working in Billings, I was able to join so many incredible organizations that supported me and gave me the opportunity to give back at the same time.

**What can customers expect when they walk through your doors?**

The same smiling faces to help you whenever you need it. We always strive to provide the utmost positive customer service experience.

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

I'm very grateful to be recognized for this achievement for so many reasons. I believe that my work as an Insurance agent is not only to provide the best products and service for our customers, but to help break the stigma of this industry and show that we really do care about the individuals and businesses that entrust us with their insurance needs.

**What are you most proud of?**

I'm proud to have accelerated my career and professional development in such a short period of time.

**FINALISTS**

- Sara Mclean - Conver & Winchell, 2500 Grand Ave. Unit S
- Sean O'Daniel - State Farm Insurance, 1020 Shiloh Crossing Blvd STE 3

**INTERIOR DECORATOR**

**Tami Soumas - B Staged Montana**

**5 years in business**  
6855 Trailake Drive  
(406) 860-3657  
Wee.bstagedmontana.com

*Sure, homes seem quicker to sell in the Billings area than ever before. But, if you're*



# PEOPLE



not staging a home for sale, you're leaving money on the table, say experts.

"Our business is popular with our realtor clients because we support them and make them look like rock stars to their clients," says B Staged Montana. "Their listings look far better than others that are not staged, which helps their businesses grow because we help them create better branding."

### What makes you stand out from the competition?

Our experience and training make us stand out. We have a great team that's been together a number of years, so we really have an awesome system in place.

### What brings customers back to your business?

Our dependability and style keep clients coming back. Real Estate is very fast moving, and we are able to complete jobs in a timely manner. We also strive to stay current with decor trends so our staged proper ties look fresh and inviting.

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

Something our customers may not know is that we own our inventory and currently have enough to stage about 20 homes. We average around 15-18 homes staged at any given time, and do well over 100 a year.

### What makes your business a good place to work?

We have fun with our job. It's creative and the transformations the houses go through is amazing.

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

The fact that Billings is a city with a small town feel. Our clients are loyal, and that is greatly appreciated, as we strive to support our agent clients in the best way possible.

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

It's so great, and we really appreciate all the support we receive. It is something we are very proud of.

### What are you most proud of?

Our team for showing up when it's extremely hot or very cold. We do what it takes to get the job done.

### What's your secret to good customer service?

Under promise, over deliver, appreciate your customers and let them know, always talk with a smile on your face.

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

We donate every year to various charity events in the form of services for auctions.

### How do you build trust with clients?

Trust is built over time based on dependability, and responsibility to get a job done right and on time. It's something I strive for with every job we do.

### Fun fact about your business?

A fun fact about our business is that our team are all female.

### FINALISTS

- Sarah Wise - Carpet One, 505 S 24th St. W.
- Tiffany Blades - Davidson Home Furnishings & Design, 2228 Grand Ave.

### MESSAGE THERAPIST

#### Jysten Thompson, LMT

2 years in business

1780 Shiloh Rd.

(406) 794-6770

[jystenthompson.GlossGenius.com](http://jystenthompson.GlossGenius.com)

### FINALISTS

- Ashlie Painter
- Kelsey Mathon - Bella Vita Spa, 149 Shiloh Rd.

### MORTGAGE LOAN OFFICER

#### Brian Hafner - Universal Lending Home Loans

41 years in business

2646 Grand Ave, Suite 2

(406) 294-2661

[ulc.com/bhafnerhome.html](http://ulc.com/bhafnerhome.html)

Whether you are a first-time home-buyer or looking to upgrade, Brian Hafner of Universal Lending Home Loans has the expertise to help anyone navigate the mortgage lending process. But he looks to do more and his aim to turn "clients into friends" shows in his service to his customers.

### What makes you stand out from the competition?

The communication and service that my team and I provide for each and every client and partner. We make sure you are kept up to date on everything that is happening with your loan. Our goal is to ease your mind and make the process of buying a home fun and enjoyable.

### What brings customers back to your business?

Our goal is to turn clients into friends. Customers come back because they can



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## PEOPLE



trust us and like how we treated them.

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

We are based out of Colorado and are Colorado's oldest independent mortgage bank. We've been in Billings for about 16 years.

### What makes your business a good place to work?

The people. We are all like family here and we all have one goal in mind. To get people into homes and to have fun doing it.

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

I love Billings. I think Billings has so much opportunity to be an amazing community. I think the backbone of a great community is having residents who own homes and take pride in their town. So I love helping people make that happen.

### What can customers expect when they walk through your doors?

A friendly face. I am not here to judge anyone. I am here to help them get closer to their dream of home ownership. No matter what, I want my clients to feel like they accomplished something while meeting with me. Whether it be getting approved to buy a home or coming up with a game plan on what they need to do

to get closer to accomplishing that dream.

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

I am honored and humbled. I love what I do and come to work every day hoping to make a difference. So to be recognized as being the Best of the Best means the world to me.

### What are you most proud of?

I am most proud of the fact that I get to help people every day become homeowners. This is probably their biggest purchase in life and I get to help guide them along that path.

### What's your secret to good customer service?

Being present. I always get back to my clients and referral partners. Sometimes it isn't always the news they want to hear but I make sure I communicate it right away and we can figure things out together.

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

I am the President of the Grizzly Scholarship Association, part of Breakfast Exchange Club, an ambassador for the Billings Chamber, member of Billings NextGEN, committee member for Billings Association of Realtors, board member for Habitat for Humanity, and found-

ing member of Be All Giving. I built my business on giving back to the community. I want Billings and all of Montana to thrive.

### How do you build trust with clients?

I build trust by being real. My team and I communicate as much as possible. If the borrower has an opportunity to put themselves in better position to buy a home, I will let them know the steps that need to be taken. If we run into issues, I will let everyone know what happened so we can work together to find a solution. If I say I will do something, I promise I will do it.

### What makes your business popular?

Again it's my team. I truly feel I have the best team in the business. We care about our clients and love what we do. We also care about one another and work together towards one common goal.

### FINALISTS

- April Pisk - Stockman Bank, 402 N Broadway
- DeDe Stoner - Guild Mortgage Company, 3127 Central Ave. #4

### NAIL TECHNICIAN

#### Katelynn Kelly - Nail-issimo Salon and Spa

5 years in business  
2215 Broadwater Ave.  
(406) 651-9000  
nail-issimo.com

### FINALISTS

- Saharae McClain - Rave Beauty Lounge, 2001 Rosebud Dr. #D
- Sienna Jensen - Ivory Salon and Spa, 1407 Wyoming Ave. STE 5

### OPTOMETRIST

#### Dr. David Bauer - Bauer and Clausen Optometry

14 years in business  
100 Brookshire Blvd., Building 2, Ste. 2  
(406) 656-8886  
billingseyedocs.com

*Bauer & Clausen attributes its popularity to the variety of services they provide, all at a high level of quality. "We provide high-quality eye care to patients*

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of all ages, from comprehensive eye exams, preparation and follow-up to a variety of eye surgeries, red eye visits and more, says the practice. "We also have a full-service eyewear gallery with frames and lenses to fit any size, contact lenses and glasses repair or adjustments as needed."

**What makes you stand out from the competition?**

The team at Bauer & Clausen Optometry says excellent patient care does not happen by accident, it happens by appointment. Their commitment to high-quality care and products has earned Bauer & Clausen Optometry three Readers' Choice wins this year for best eye clinic, best optical store, and best optometrist.

The team at Bauer & Clausen Optometry carefully listens to each client and ensures all questions are answered to help patients feel confident in their eye care health and future. With four doctors on staff, it's easy to get in for anything from a red eye visit to a comprehensive eye exam or anything in between. Patient care, comfort and satisfaction is the top priority, and it shows.

**What makes your business a good place to work?**

At Bauer & Clausen Optometry, we are proud to focus on culture, growth and de-

velopment. Each year we invest in team and individual training so that we can continue to offer the highest quality patient care using the latest vision technology.

**FINALISTS**

- Dr. Kristi Shied - Barnett Opticians, 2203 Broadwater Ave
- Dr. Shawn Lebsack - McBride Steiner and Lebsack Optometrists, 2120 Grand Ave

**PERSONAL TRAINER/  
GYM COACH**

**Cindy Braley -  
777 Fitness**

**3 years in business**  
777 15th St. W.  
(406) 259-2626  
777billings.com

*Cindy's own assessment of the keys to her success show how grounded and self-aware she is: "I have been training for over 14 years and been in the industry for 20-plus years. I started training as an older adult and feel my maturity is an asset in relating to all demographics of indi-*



*viduals. I have always been active and was raised on a ranch where all our food was grown and homemade. My lifestyle and years of experience has carried over into my training and into understanding how to help my clients."*

**What brings customers back to your business?**

Knowledgeable and friendly staff, trainers and instructors. We are continually adding new equipment and improv-

ing the atmosphere of our gym. We have amazing trainers and instructors plus an awesome Senior Program. We have great customer service.

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

We are locally owned and are no longer the Billings Athletic Club. We have a full shake bar, sauna, hot tub and pool. We offer Group Training and have a beautiful cycling studio with energetic instructors



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Lockwood 678 Johnson Lane



and state of the art bikes. We also have two racquetball courts for our members.

**What makes your business a good place to work?**

We have long time members, friendly and knowledgeable staff and the most up to date equipment. All of our trainers and instructors are very professional and experts in their field. We are continually looking to improve our classes and stay up to date with the changing fitness industry.

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

I feel Billings is still a small town where you know your neighbors and people still watch out for each other. Our members are like family and we look out for each and every one of them.

**What can customers expect when they walk through your doors?**

Great Customer Service, friendly staff to greet you, warm and inviting lobby and the best equipment in town. We treat you like family.

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

I am extremely honored and humbled as I have been in the fitness industry for 15-plus years. I started as a gym member and immediately fell in love with Group Fitness Classes. When I moved to Billings

I got certified in Body Pump and cycling and started teaching classes. I realized I loved helping people and got my Personal Training Certification. This career has never felt like a job but more about helping people be the best version of themselves. I love my job and it feels like the cherry on top for my career as a Personal Trainer.

**What are you most proud of?**

Being able to help people with their fitness journey whether it is losing weight, gaining muscle or just feeling better in their own skin. I have trained young girls, athletes, menopausal women, men and senior citizens. It is very satisfying learning clients struggles and being an integral part in them reaching their fitness goals. My clients trust me with all aspects of their life and I have made wonderful friends over the years with my former and current clients. I have met people that never would have walked into my life had I not been in this industry.

**What's your secret to good customer service?**

Being a very good listener and non-judgmental. Everyone has a back story and you never know what people are struggling with until you really listen. Being a Personal Trainer doesn't just

mean kicking someone's butt during a workout but really listening to them and hearing their struggles. Being able to empathize with their hurdles and celebrating their wins.

**How do you build trust with clients?**

You build trust by being authentic and a good listener. You can never assume what people need or want until you truly listen with an open mind. Having empathy and compassion when working with your clients is key in building a solid long term relationship. Meeting their needs and pushing them beyond their comfort level to gain results.

**Fun fact about your business?**

The business has always been a Health Club starting back in the 1980s and locally owned. We have members that have been here since the club opened. We had 16 racquetball courts and are now down to two courts. We have a cycling, group training and Jiu-Jitsu studio within the facility.

**FINALISTS**

- Kailee Hanson - Orangetheory Fitness, 824 Shiloh Crossing Blvd #3
- Scott Brown - Yellowstone Fitness, 1595 Grand Ave.

**PHOTOGRAPHER - CHILDREN**

**Arica Lipp Photography  
7 years in business**

1212 Grand Ave., Suite 10c  
(406) 290-9443  
Aricalipp.com

*Young professional photographers are urged to find their own style. Arica Lipp tried that for a while, but thankfully, it didn't suit her.*

*"I've broken away from it. People would say to me 'pick a style Arica, pick a brand.' But, it never felt right to me," she said. "My background as a portrait artist and sculptor just couldn't do it. It didn't make sense to me that the Johnson family portrait on their wall would look almost exactly like that of the Smiths. So I do it my way. I consult with my clients and create art based on their style, taste, personality, and brand. I'm sort of a curator for their home and office."*

**What makes you stand out from the competition?**

Arica Lipp is known best for creating fine art photography for her clients through a customized photography experience.

# Thank You Billings



149 Shiloh Rd Unit 7  
Billings, MT 59106  
Phone: (406) 702-1925  
<https://gobellavitaspa.com>





## PEOPLE



rience. "I am passionate about celebrating what makes a person, a family, and even a business unique.

### What brings customers back to your business?

My clients keep coming back because they know that I will create something beautiful for their home and office year after year. Businesses need to keep their marketing material up to date and children and families grow and change over time. They know I sacrifice time and money to stay well trained, well equipped, and educated on the latest techniques and technology. I also offer the high end products that you simply can't find with another photographer.

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

I have said goodbye forever to mediocre products. After a lot of research, travel, and trial, I've found the very best of the best companies that I will be working with to provide my clients with the most exquisite wall art, albums, prints, and other items to cherish through the generations. Some of these you'll only see in my studio and nowhere else in Montana.

### What makes your business a good place to work?

I count myself extremely fortunate

in so many ways. I am my own boss and a mother to 5 children. This means that I need to be good at managing my work hours to balance my family life. I hold myself accountable to a higher standard of customer service but I also am understanding when things happen in my client's lives that require some flexibility. Anyone who will have the chance to work with me as an employee can expect to be valued, treated fairly, and learn things about my art and how to operate a business that you almost can't put a price on.

### FINALISTS

- Jana Graham Photography, 2301 Montana Ave.
- Patricia Marie Photography, 1302 Avenue D STE 203

### PHOTOGRAPHER - PORTRAIT

**Arica Lipp Photography**  
 7 years in business  
 1212 Grand Ave., Suite 10C  
 (406) 290-9443  
 Aricalipp.com

*What makes a professional photographer a good children portrait artist doesn't necessarily make them a good adult portrait artist.*

*Arica Lipp has mastered both experiences. She's been named by readers both the best in the region at portraits generally and specifically children's portraits.*

*Check out her website and you'll see why.*

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

For every person I have met, especially through my headshots and branding work, I have come to see that our business community is strong, supportive, and vibrant. I am a member of the chamber of commerce, biz to biz, and Business Networking International, and the networking Exchange Club. The connections I've made through these organizations are why I am where I am today without a doubt. I highly recommend joining any and all of these groups. Additionally I make it a point to attend women focused events and groups. Here I can not only find support but also lend support to others. That is what community is all about. Whatever the future holds for Billings, we can all face it better together.

### What can customers expect when

### they walk through your doors?

I am humbled every day that I get to step through my business door and see the newly remodeled showroom. You'll wonder if you walked through a magical portal and somehow landed in an art gallery in New York City. It is stunning and inviting. I have all the space, equipment, props, and wardrobe to allow me the creative freedom to give my very best every single day. It's a place where photography dreams come true.

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

To be voted the best child and portrait photographer in Billings means everything to me. I've worked my tail off. I have no intention of stopping here. I am determined to continue to grow as a photographer as the industry is ever changing with new styles and technology. My industry is grossly misunderstood. The amount of skill, education, training, and money that is required to truly provide professional quality photography will shock you speechless. Many many quit the business before reaching this point. I'm so glad that my passion kept me going through the hard times.

### What are you most proud of?

Seeing how my work has blessed the




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lives of others. Here are a few examples that illustrate what I mean. I get to be a witness to seeing how a headshot has made the difference when applying for a new job. I've seen an entrepreneur rise to success through effective use of their branding photos. They increased their visibility and obtained bookings. A high school senior's self esteem is bolstered by the thread of compliments when they shared their photos on social media. The confidence that beamed from the 40 women I photographed for a special project as they saw themselves in print for all to admire. There are many more examples in business and portrait photography that I've seen and I never tire of it.

**What's your secret to good customer service?**

I care. It really is that simple. I care enough to listen to my clients and I aim to exceed their expectations. I'm human, at times we all can fall short but never from a lack of caring and trying.

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

I will often engage in charity work. I have been involved in portraits for a cause. I donate to my church, Ronald McDonald house, Cole's Pantry, the

downtown Billings Alliance, Alberta Bair Theater, and many more as my finances allow. I'm most passionate about people, especially children, and the arts. Those are the causes I seek to help out first.

**How do you build trust with clients?**

I build trust first by my work ethic. I am informative, I communicate, I am open and honest about my business pricing and practices, and I treat everyone with equal attention and care. Then second my actual work builds further on that foundation of trust. The proof is in the pudding. They are the beneficiaries of the fruit of my labors, the fantastic portraits.

**What makes your business popular?**

I won't say I am for everyone. I will say I am for everyone who truly values the art of photography and me as an artist.

**Fun fact about your business?**

I have achieved my associate portrait master's award. It is very difficult to obtain and it takes years of dedication submitting work for critical scoring. I'm quite proud of it and it is hung up in my studio with my medal and certificate. I am currently working towards my masters accreditation and eventually hope to reach the level of fellow portrait master.

I'm also listed amongst the top 30 best dance photography specialists in the nation. That's a story for another time.

**FINALISTS**

- 406 Memories, 928 Broadwater Square STE 236
- Alienated Productions, 2702 Montana Ave. STE 201B

**PHOTOGRAPHER - WEDDING**

**406 Memories**  
**4 years in business**  
 928 Broadwater, Suite 236  
 (406) 696-7131  
 406memories.com

*406 Memories is a husband and wife team. They specialize in weddings, and provide not only world-class photography but also DJ services for the festivities. They are also certified to fly drones for aerial perspectives. As if that weren't enough, because one of their staff is fluent in Spanish, they can do photography and DJ-ing in both English and Spanish, and produce*

*announcements in both languages. They are passionate about documenting all the details of their clients' wedding days as well as Quinceaneras.*

**What brings customers back to your business?**

We care about the details. We care about our experience and we know that weddings are one in a lifetime event. 406 Memories provides a wedding experience like no other. We deliver on our promises time and time again. We document the wedding day so you can cherish those memories for generations to come.

We care so much about the people that we get to serve and photograph that people love trusting us with their precious moments. We are your biggest cheerleaders and help when you are with us. We take pride in providing an experience that people remember, and deliver memories that you can hold close to your heart.

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

We provide Photo, Video, and DJ packages for weddings. That is right! We have a team that can take care of documenting the entire day with photo + video. Meanwhile, we have a designated team to tackle the music and DJ-ing for the ceremony and entire event. We are not a lone



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# PEOPLE



photographer, we are an entertainment company ready to make your next event successful and unique from the rest.

We now have a studio located in 928 Broadwater suite 236! We can do a lot indoors when it gets cold, or when we want to get creative in the studio!

### What makes your business a good place to work?

We are a great place to work for because you get to be creative and express yourself in the mediums that you love whether that is photography, cinematography or music! We celebrate people of all cultures.

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

Billings is a very supportive community. The small business community in this town is thriving and vibrant. We love being part of groups like 1 Million Cups and The Billings Chamber of Commerce because we understand the importance of small business in our community and the impact it has on the economy and the culture within our city.

Billings has a lot of great outdoor areas and venues for weddings we love photographing. We love photographing all across the city parks and state land

as well as in the awesome event centers Billings has to offer.

### What can customers expect when they walk through your doors?

You can expect us to greet you with a smile and listen to how we can help. We are passionate about what we do and our work shows that. You can always expect to be safe and celebrated as the unique individual you are. You can always expect to be respected and appreciated when you are working with us.

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

We are so appreciative of everyone that supports us in all ways. We are here because of all of you and the fact that people wanted to put our name out there and be behind us means a lot. This award is something that when we first started the craft we saw as being almost impossible to reach, but now it is a reality and we could not be more thankful for winning two years in a row!

### What are you most proud of?

Most proud of making memories for our couples. In terms of the award we are proud of winning the award two years in a row.

### What's your secret to good customer service?

Care.

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

We love supporting the small business community. We are the official photographers for TEDx Billings and we donate our time and efforts towards that organization in our support of technology, education, and design within our community. We sponsored the event in 2022, and continue to support the planning and organizing the main 2023 TEDx Billings event.

We love being part of the Billings Chamber of Commerce, NEXTGEN, and 1 Million Cups Billings, which all support the growth of small business in our community.

### How do you build trust with clients?

We care and we deliver time after time.

### What makes your business popular?

We are creative people that care deeply, but we also love having fun with people. We are unique in the fact that we excel at wedding photography & DJ services and deliver at the highest level of quality.

## FINALISTS

- Amber Renee Photography, 114 N Broadway
- Tabby Miller Photography, <https://tabbymiller.com/>

## REALTOR

### Robing Hanel - BHHS Floberg Real Estate

39 years in business  
1550 Poly Drive  
(406) 860-6181  
[Robin@RobinHanel.com](mailto:Robin@RobinHanel.com)

*There are many things that make Realtors good at what they do. In Robin's case, that includes her years of sales and lending experience, her commitment to excellence and her reputation in the community. That reputation is built on maintaining positive relationships. As Robin says, "keeping in touch with our clients over many years through marketing, networking and positive last impressions" brings customers back to her business. A large portion of her business is based on referrals from previous clients.*

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# PEOPLE



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

Striving to always be available to our clients when they need us as we are "on call" and are "self employed". It is important to invest in professional marketing, market updates/education, investment in tools to best serve our clients and to have a network of relationships for every situation in our tool belt as every sale has a new opportunity.

### What makes you stand out from the competition?

The multiple years of real estate sales and lending experience combined with

commitment, trust, reputation and community relationships to bring sales together for the benefit of all parties involved.

### What brings customers back to your business?

Keeping in touch with our clients over many years through marketing, networking and positive last impressions and gratitude. A large portion of our business is referral of previous clients and relationships.

### What makes your business a good place to work?

Local ownership and community involvement, central location, the respected Berkshire Hathaway brand com-

binated with legacy of Floberg Real Estate, in-house staff for marketing, transaction processing, training and teamwork of Realtors in our office.

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

Our community has given back to us over the years with relationships, referrals and many priceless opportunities. The network of providers in our community available are well trained professionals that make our job easier to serve our clients. We can't go anywhere without knowing someone and most of the time do not need GPS, we just "know" where that street is.

### What can customers expect when they walk through your doors?

Welcome and a smile. How can we assist you?

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

This is sincerely a highlight of my career and a proud moment. I am very grateful for each vote. Thank you to too many. You made my day.

### What are you most proud of?

The relationships and opportunities that I have been blessed to gain over my career. I am proud of my husband, family, Team Hanel and many co-workers

that have been a support and been there always for me.

### What's your secret to good customer service?

Every moment is an impression and an opportunity to serve your client. Communication and dedication are key.

## FINALISTS

- Shawna Morales - Engel & Volkers, 623 Lake Elmo Dr.
- Wayne Wilcox - Century 21 Hometown Brokers, 1605 Shiloh Rd.

## TATTOO ARTIST

### Whitney Donahue - Forget Me Not Tattoo

8 years in business

2059 Broadwater Ave., Suite B

(406) 702-1784

facebook.com/wittyart

## FINALISTS

- Cindy Hahn - Cin City, 2075 Central Ave. UNIT B
- Josh Dagle - Eagle Tattoo, 2323 Belknap Ave.

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- Best Steak

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Finalist - Best Seafood  
Finalist - Best Wait Staff  
Finalist - Best Chef, Oscar Dorantes

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*It's hard to think of an institution that is more fundamentally Montanan than Stockman Bank. It has served Montana for nearly 70 years. "We are a fourth generation, Montana family-owned bank" the company says. But its popularity does not rest only on being from home. It is truly a full-service bank. "We offer one-stop banking for every member of your family, from savings accounts for kids, home loans for first-time buyers, small business loans, to insurance and wealth management services."*

**What makes you stand out from the competition?**

Two things:  
 1) Our employees for sure. Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.  
 2) We only bank in Montana. Therefore we are only focused on Montana. So our friends and neighbors really are banking with a Montana Bank.

**What brings customers back to your business?**

Stockman Bank has a great reputation across the state in every community that we serve. Our customers know they are our priority and will be treated well.

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

We are approaching our 70th Anniversary in 2023 and will be celebrating 70 years of service to our neighbors across the state next year.

**What makes your business a good place to work?**

Our culture. Our employees have a voice, opportunity for career growth and the ability to make decisions.

**What can customers expect when they walk through your doors?**

A smile, someone that knows their name, and great personal service.

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

It's awesome – especially for our employees. They are the reason Stockman Bank was voted the Best of the Best.

**What are you most proud of?**

We are most proud of the fact that Stockman Bank is a true, Montana community bank. We live and breathe Billings and we truly support and promote our neighbors.

**What's your secret to good cus-**



**tomor service?**

Our dedicated employees. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

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

We give back to our community through financial donations and countless volunteer hours. We strive to make a difference and believe there is more than one way to have a positive impact.

**How do you build trust with clients?**

It's about one-on-one relationships. Our clients quickly find out that our talented bankers are knowledgeable, responsive, and consistently work hard to exceed expectations.

**Fun fact about your business?**

We are Montana's largest, privately held, family-owned bank with 35 state-wide locations and six located in the Billings area to better serve our customers.

**FINALISTS**

- First Interstate Bank, 730 Main St.
- Western Security Bank, 2812 1st Ave. N

**BUSINESS PROMOTIONAL PRODUCTS**

**Graphic Imprints**  
**19 years in business**  
 120 N. 18th St.  
 (406) 256-0894  
 graphic-imprints.com

*This is a new category for the Readers' Choice award. Who knows how many years Graphic Imprints would have won the award in previous years? This company's success is based on a succinct motto: "Do what you say you are going to do, when you say you are going to do it, in the way you said you were going to do it." That's the way to build client trust.*

**What makes you stand out from the competition?**

We do 90% of our business in-house.

**What brings customers back to your business?**

In any business there are errors. We pride ourselves on making sure we fix those errors no matter what the cost.

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

We can produce over 2,000 hats in one day.

**What makes your business a good place to work?**

The culture here is family. We laugh, we cry and we smile together.

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

The friends and relationships we make every year with every order.

**What can customers expect when they walk through your doors?**

A unique experience. All of our customers are handled in a very personal way and will always be assured a special experience and a great product.

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

This is the first year for our category and we are super honored and blessed to have received the first award for this category.

**What are you most proud of?**

At least 90% of our business are return customers. We are very proud of that.

**What's your secret to good customer service?**

"Consistency" – Great Customer Service means doing it all the time (Not just when you feel like it). "Exceeds the



# SERVICES



needs” – Wowing the customer, not just giving them satisfaction. “The customer” – Great Customer Service treats the customer as an individual, rather than as a group or company.

### What makes your business popular?

We carry more than 5,834 different products and we do 90% of everything in house.

### Fun fact about your business?

Combined, we have more than 188 years of experience.

### FINALISTS

- Econo Print, 3211 1st Ave. N
- ML Schuman Co Promotional Products and Apparel, 715 Grand Ave.

### COMPUTER REPAIR STORE

**Billings Tech Guys**  
**8 years in business**  
 2341 Broadwater Ave.  
 (406) 534-9565  
 BillingsTechGuys.com

Want to stay in business for eight years, or 100? Be the first name people mention

when someone asks them, where should I go?

“Trust is built over time with our customers,” says Billings Tech Guys. “It helps having a big community presence and many new customers are coming to us because of a referral. Once you have received a service with us, you realize that we are very knowledgeable and easy to work with.

### What makes you stand out from the competition?

Billings Tech Guys is 100% local. We started over eight years ago focusing on providing superior technical services to the Billings community. We know the community and love working with everyone. We have a well-trained team of technicians that can help you on-site 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 Business IT Managed Services and Computer Repair, but we have a portfolio of services, web design and social media marketing, 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 customers and technology. We cultivate a fun and exciting environment where we are always learning new technology while keeping a light and fun atmosphere.

### What can customers expect when they walk through your doors?

We treat all our customers as family. When customers walk through the door here at Billings Tech Guys, they can expect an employee ready to help them with great knowledge and the utmost care for the customer. We find it very important to start every customer encounter with a smile!

### 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 4 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 your own employees are happy and that they are coming to work enjoying their job. If they are excited to come to work with the mindset of making all customers have a better day, your customer service will be top notch.

### 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 couple years we were proud to donate to Tumbleweed here in town, a very worthy donation. We are also partnering with Family Service to provide a Fresh Start Computer Program. The program provides students with a computer and teaches those in need the basic computer skills.

### What makes your business popular?

Being a local business with a great team, we continually help repeat customers that reach out to us for one issue or upgrade, which then will lead to another

## Thank You Billings!

Creative Home Illumination and Home Decor



- 2021
- 2020
- 2019
- 2018
- 2017
- 2016
- 2015
- 2014
- 2013
- 2011
- 2010
- 2009
- 2008



### Our 10th Win in a Row

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

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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 customers!

**FINALISTS**

- Rimrock Computer Company, 2320 Zoo Dr.
- Tesla's Cellular Repair and Wholesale, 111 S 24th St W Unit 25

**CREDIT UNION**

**Montana Health Federal Credit Union**

**58 years in business**  
1131 N 27th  
2526 Shiloh Road  
(406) 259-2000  
montanahealthfcu.org

Montana Health FCU is chartered specifically to serve those who work in health care. "We specialize in helping serve the financial needs of this group of exceptional people," the company says. It is surely a testament to its popularity that it should win first place in our city-wide readers' poll even though it directly serves only a segment of the city's population. Montana Health FCU obviously has won the loyalty of a great number of its potential members. As they say, "we are a small, tight-knit group with a very clear mission."

**What brings customers back to your business?**

We offer the latest in banking technology and still have that small credit union feel.

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

Montana Health is chartered to serve health care workers throughout all of Montana, northern Wyoming and parts of North Dakota.

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

We serve the whole state, but we secretly know that Billings has the best health care workers anywhere.

**What can customers expect when they walk through your doors?**

Someone to say hello to them by their first name.

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

There are some amazing credit unions in Billings that provide incredible service. It means a lot to receive this honor when we consider how wonderful all the other credit unions in town are.

**What are you most proud of?**

A staff that truly cares about the financial lives of our members.



**What's your secret to good customer service?**

A mixture of low and high tech. We have provided all the electronic services our members have asked for, including our new super fancy ITM's at our 27th Street office. But we still spend a lot of time talking with our members on the phone or face-to-face in the lobby.

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

We donate a lot of time and money to the foundations of our employer organizations. Our signature donation is our Philanthropy Card - a debit card that donates interchange income back to hospital foundations - and has a picture on the front designed by the hospital foundations.

**How do you build trust with clients?**

We speak plainly about finances, not with jargon. We also meet members where they are -- the healthcare community in Billings is a large group with very diverse financial needs. We try to guide people wherever they are at on their financial journey.

**What makes your business popular?**

Two things: 1. We really do provide truly personalized services; and 2. We give back a lot to the healthcare community.

**Fun fact about your business?**

A precursor to our credit union (which we absorbed in the 1970's) was in business in Billings as early as the 1950's. Billings has had a healthcare focused credit union for almost 70 years.

**FINALISTS**

- Altana Federal Credit Union, 219 N 25th St.
- Valley Credit Union, 207 N Broadway

**CUSTOM FRAMING STORE**

**The Frame Hut & Gallery**  
**Over 50 years in business**

1430 Grand Ave.  
(406) 245-9728  
framehut.com

*Don't let the fact that The Frame Hut has won the readers' choice award for the best custom framing store blind you to the additional fact that The Frame Hut is much more. As explained by the company: "We are much more than just a custom framing business. We offer a variety of works by regional artists, artisan jewelry, home décor, and much much more. From hand-made greeting cards, leather journals to great small gift ideas, our Gallery has a variety of price points to make it affordable for all to enjoy along with complimentary gift wrapping for Christmas and birthdays and personal gifts upon request."*

**What brings customers back to your business?**

Our customers have expressed to our employees what a relaxing atmosphere we have at The Frame Hut & Gallery. They comment on our large variety of styles of art, diverse gifts, and most importantly the friendly and prompt service they received. Each and every customer is very important to us and we do our best to make their time here enjoyable.

**What makes your business a good place to work?**

It gives a person the ability to be challenged to use their artistic and creative design abilities as you just never know what project you'll be working on next. From sports memorabilia, sentimental findings, children's art, to museum artifacts, there is an endless variety of what one can frame. We also enjoy what we do and together craft a great supportive team.

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

Store owner Helen Tolliver says, "We have such a wonderful community and so, having grown up here in Billings, it makes having this business even more rewarding." One of the best facets is showcasing talented artist's work from the community and seeing how much it is appreciated. Our community also is local-centric in that they support "shop local", which supports our artists as well.

**What can customers expect when they walk through your doors?**

When a client comes through our doors, they can expect exceptional Montana and regional artwork, friendly service and a peaceful atmosphere. The Frame Hut & Gallery is a place not only to receive quality custom framing but a tranquil Art Gallery setting that one can experience the talent of our artists. Art truly is food for the soul.

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

It is an amazing accomplishment as we work hard to be the voted Best of the Best. This award is a great encouragement to our team as we see how crucial it is to keep taking pride in and keep putting the best into each project whether large or small. Every piece receives expertise and quality work with that special finishing touch. It's such an honor to work with our customer's treasures and we appreciate their trust. This is the 13th year in a row to have received the Reader's Choice Award for Best Custom Framer. We at The Gallery consider it an absolute honor to have been chosen. Our passion is to create a quality frame design that will stand the test of time and it is with deep gratitude and thankfulness to have the opportunity to serve Montana in that regard.

**What are you most proud of?**

Through creativity, we are most proud our enduring designs through individual creativity. Whether it's to create with the parent and design a heartfelt project of a child's special drawing for a loved one, or a certificate of accomplishments achieved by a customer or someone close to them, we are framing treasures. It is an honor to frame these pieces that will capture those memories of happiness for years to come.

**What's your secret to good customer service?**

We do our best through listening, encouraging, caring, and offering expertise and kindness each step of the way to achieve what our customer desires for their piece. We design personal art on a daily basis for others through their choices on custom framing designs and home accent pieces. The ability to listen to a customer is key. We believe in a firm foundation of quality customer service and it is of the utmost importance. We not only want to meet expectations but exceed them and that is what we truly take joy in.

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

The local community has been a great supporter of the arts. We feel it's very important to show support for local causes such as Ronald McDonald House. We have also supported the Billings Clinic Classic, Family Service, American Foundation for Suicide Prevention, Big Brother, Big Sister, Saints, Huntley Project FFA, and other fundraising causes as well.

**How do you build trust with customers?**

We listen to our customers and do our best to meet their needs and provide a quality product they will be proud to display. We try to give sound advice and follow through in a timely manner to produce the Best Of The Best.

**Fun fact about your business?**

From our family business to your family, we are all about relationships. It's from the years of being here in Billings that you get to know parents along with their children. It's not unusual to have three generations shopping together with us at one time. Sometimes our customers tell us of past memories of shopping here with family members. The gallery is a family or friend bonding place, like that certain baked cookie fragrance connected to good memories with family and friends.

**FINALISTS**

- Hobby Lobby, 2425 Central Ave.
- Rimrock Art & Frame, 1070 S 24th St. W.

**ELECTRICAL CONTRACTOR**

**4-OHM-6 Electric**  
**12+ years in business**  
 114 Ardmore Dr  
 (406) 697-4693  
 4ohm6electric.com

*When your business brings you inside your customers' homes, first impressions are everything.*

*That's why the employees of 4-Ohm-6 will always arrive at your home well-dressed and ready to work.*

*"With our business it is not so much walking through our doors as much as it is us walking through the customer's doors," says owner and master electrician Brandt Myers. "Whether it's a place of business or residence, we will always be in logoed gear, clean dressed with a smile and greeting, ready to work."*

**What makes you stand out from the competition?**

Being a smaller business, you get the same face time after time showing up to do the work. We like to build a relationship with our customer base. When you call us, you talk directly to the owner of the company.

**What brings customers back to your business?**

The relationship that we build with our customers brings back those same customers or the referrals from those customers. We pay attention to detail and try to give the customer exactly what they are wanting.

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

Some of our customers might not know about all the electrical services that we offer. We range in the smallest of



service calls such as changing a fixture or outlet to remodels, new residential, shops, lighting retrofits, new or remodel commercial and light industrial.

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

Seeing the same customers and/or their referrals time and time again. Being able to go around the community and recognize customers that want to say hello and catch up. Driving through the community and seeing different projects or buildings and businesses that we helped grow or build inside our community.

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

A bit unbelievable at first. Being so new of a business and being voted Best of Billings so quickly is amazing. It takes a lot of work and time away from family to start and then try to grow that business.

It means a lot to see that hard work pays off. It makes us want to strive to stay on top and keep bettering ourselves and our service to our customers and the community.

**What are you most proud of?**

I'm most proud of my family, my wife Danielle and our two young kids. They have backed me and the business every step of the way. They understand the long days and weekends and try to help every way they can. I also take pride when I drive by a business, house, etc. and say, "Hey look, I wired that."

**What's your secret to good customer service?**

We do our best to make the customer feel like they are getting exactly what they want and help explain the process to them. We stay personable throughout the whole process and try to communicate with the customer as best as we can.

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 BILLINGS, MT 59101



## SERVICES



### How do you build trust with customers?

We build trust by showing up on time and giving the customer what they want. We try to return calls, emails, etc. as soon as we can to help communicate with our customers and keep them up to date throughout the whole project.

#### FINALISTS

- Action Electric, Inc., 1010 Central Ave #4
- Yellowstone Electric, 1919 4th Ave N

### INSURANCE COMPANY

#### Stockman Insurance

28 years in business

1405 Grand Ave.

2450 Main St., Worden, MT

(406) 371-8115

[stockmaninsurance.stockmanbank.com](http://stockmaninsurance.stockmanbank.com)

*Stockman Insurance is dedicated to serving the local community. The company takes pride in working with customers to design the right insurance package. "Our customers know they will be working with local Montana staff who understand their unique insurance needs," the company says.*



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

We have been in Billings since 2008. We live and reside in Billings. We have partnered with some of the top rated insurance carriers in the nation which allows us to offer the most comprehensive coverage at the most competitive price.

### What makes your business a good

### place to work?

Stockman leadership knows our employees are key to the company's success. We are proud to be a part of the Stockman Brand.

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

Billings is a very business friendly and progressive community. We are proud

and thankful to be a participating member of this community. It is known as the Magic City for a reason.

### What can customers expect when they walk through your doors?

A friendly, smiling, well-versed professional that will assist you in your insurance needs.

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

For the community to recognize our commitment in providing exceptional customer service along with being the preferred insurance professional is a great honor. We appreciate knowing our commitment to Billings and the community is recognized.

### What are you most proud of?

Our staff demonstrates on a daily basis the commitment to building trust and favorable relationships with our customers and community members.

### What's your secret to good customer service?

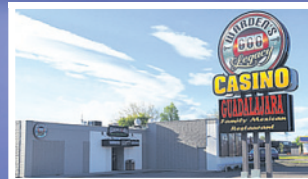
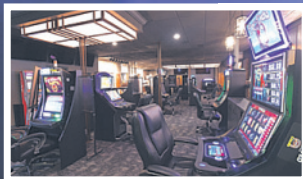
Our customers are our neighbors, our friends and our family. We understand their insurance needs and appreciate their trust in us.

### Fun fact about your business?

Stockman Insurance is located in 14 locations across the state.

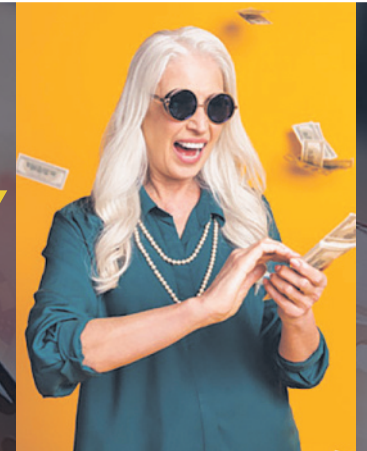
# Thank You

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1403 Main Street • Billings

406-969-1682

# NEWLY REMODELED *In the Heights!*



# SERVICES



## FINALISTS

- Conver & Winchell Insurance, 2500 Grand Ave. Unit S
- State Farm Insurance, 2500 Grand Ave. M

## MORTGAGE LENDER

**Mann Mortgage**  
**33 years in business**  
 2511 Montana Ave  
 (406) 294-5300  
[billings.mannmortgage.com](http://billings.mannmortgage.com)

*This may sound old-fashioned, but it sure has worked for Mann Mortgage, who has been in business for more than three decades now.*

*"We built our trust one customer at a time," the company says. "Every customer is important, and we understand that this is not just a loan but a home that will help families build financial security, a base to raise a family, and a happy place where you can live, laugh and learn."*

### 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 a #1 Top Workplace in Montana by Lee Enterprises, #12 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 located in over 22 states, 55 branch locations and over 500 employees. 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 two years.



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## SERVICES



### 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.

### 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 a large office and Bob has been a featured artist for some of the Billings Art Walks we have participated in. We love being one of the local business located on Montana Avenue and think its one of the most vibrant blocks downtown.

### FINALISTS

- Stockman Bank, 402 N Broadway
- Universal Lending Home Loans, 2646 Grand Ave #2

### MOVING COMPANY

#### Montana Muscle Movers

5 years in business

6945 Grand Ave.

(406) 302-5522

montanamuscle movers.com

*When you put "muscle" in your name, people are going to check out your "guns" when they see you. Apparently, people are happy with what they see in the staff at Montana Muscle Movers. Of course, it takes more than strength to make a good mover. Fair dealing, attention to client needs and careful handling of possessions*



*are also important. Montana Muscle Movers fits the bill, according to our readers.*

### 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 clients 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 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 does it mean to be voted Best of the Best?

That we are recognized as a leader in our industry within this community.

Winning against our peers is a high honor.

### 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. Most recently we were a sponsor for the new Landons Legacy Field; a baseball field equipped for children with disabilities. 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 budgets gone- its a blast.

### What makes your business popular?

We keep it fun. Music, jokes, and a lighthearted atmosphere is what you can expect when you hire Muscle Movers. And as the name implies, we bring a lot of strength to the job to get it done as quickly as possible.

### FINALISTS

- Aaron's Back Company, 6917 King Ave. W
- Two Men and a Truck, 1375 4th Ave. N STE F

### PET BOARDING FACILITY

#### Bark Park

1 year in business

1215 Monad Rd., Suite A

(406) 894-2275

barkparkmt.com

*"We are a very controlled & very structured daycare. Dogs attend our facility to play, but more importantly to learn."*

*Bark Park offers a lot more than just dog boarding. The facility is not only large enough to accommodate large indoor and outdoor spaces for pets, but they also give pets a routine to play, learn and socialize. That makes your furry friends want to come back day after day.*

*This makes Bark Park an important part of the Billings area and, especially, Billings' "dog loving community."*

### What makes you stand out from the competition?

We have 2,000 square feet of fully turfed outdoor space for all the dogs to enjoy every day. We also have 5,000 square feet of climate controlled indoor space we use to escape our very unpredictable Montana weather. We are a very controlled & very structured daycare.



## SERVICES



Dogs attend our facility to play, but more importantly to learn.

### What brings customers back to your business?

The level of service and care that we provide. Pet owners experience this first hand and it's very clear that each dog walking through our door is happy and wants to be here. There is no faking that.

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

Bark Park is Native American owned and operated. I, Rusty, am an enrolled member of the Northern Cheyenne Tribe.

### What makes your business a good place to work?

The whole environment we've created is just very positive and healthy. I have a close relationship with each employee and treat them as I would family. I want my staff to feel like they can count on me inside and outside of work if needed.

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

The Billings community itself, and more specifically, the dog loving community of Billings is amazing. Everyone expresses so much support it makes it very easy to continue working so hard at what we do.

### What can customers expect when



### they walk through your doors?

You can expect to meet someone who will truly care for your dog as if it is their own. We make it a point to share as many details as we can about your dog's day with us. Even the small things.

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

It means more than you can imagine.

To have people support and believe in our vision for Bark Park helps push us to improve every single day. I can't even explain how much it means to me personally and also to my employees who share my vision.

### What are you most proud of?

Our staff 100%. It can be very exhausting working with animals, but they have done a great job handling any and

all tasks they are given. I could not do it without them.

### What's your secret to good customer service?

Honestly, just being a genuinely good person. We have great relationships with not just the dogs, but also each pet parent. We truly are a pack. My mother raised me to be kind to others, and help when I can. I live by that and have been blessed enough to have employees who share those qualities.

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

We've been fortunate enough to make small contributions to local businesses in town. We have plans to get involved with more community events soon.

### How do you build trust with customers?

By being very honest and transparent. That combined with our level of experience helps assure our pet parents that their fur kids are in the best hands.

### What makes your business popular?

The dogs love it here.

### Fun fact about your business?

Our logo is a real dog. Her name is Pepper and she comes to daycare about twice a week.

**TINY'S TAVERN**



**Thanks Billings**



**What?!**

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## PET BOARDING FACILITY - FINALIST

**Big Sky Pet Resort**  
8 years in business  
2922 Millennium Circle  
(406) 656-5100  
bigskyresort.com

*There's a reason it's not called Big Sky Pet Kennel. They don't have kennels, or crates. And the entire business, including its indoor and outdoor play areas are spotless.*

*It really is a pet resort.*

### **What makes you stand out from the competition?**

Our amazing one-of-a-kind facility. Indoor and outdoor play areas, our facility is environmentally monitored and controlled with a focus on cleanliness and the health and well-being of your pet. We have private rooms, no crates or kennels for your pet to enjoy.

### **What brings customers back to your business?**

Our outstanding care and the personalized service that we provide each customer and their pets.

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

We are a family owned business with over 20 years of experience in the pet care industry.

### **What can customers expect when they walk through your doors?**

A clean facility with a friendly face to greet them and their pets.

## OTHER FINALIST

- Paws & Claws, 3206 Conrad Rd.

## PLUMBING SERVICE

**4H Plumbing Heating and Cooling**  
3 years in business  
455 Moore Lane, Suite 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 they 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 read the Readers' Choice Award three 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, and 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 four 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 four short years.

### **What's your secret to good customer service?**

The secret to good customer service



## SERVICES



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 to work on means something special to someone and we treat the opportunities with respect. The customer may not know all the working details on the road to the final result of the project, but they definitely know what they want as a final result, and they will tell you if you take the time to listen and apply your skills to their vision, which makes a very happy customer in the end.

### How do you build trust with clients?

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 customers' 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 made it popular in the community.



### PLUMBING SERVICE - FINALIST

#### Brown Plumbing & Heating

37 years in business  
2671 Gabel Rd.  
(406) 656-8585  
brownplbg.com

*It's not really a mystery how businesses can grow and thrive for decades: treat every customer like you want them back, along with the next generation of customers, and the next.*

*That's how Brown Plumbing and Heating has lasted 37 years.*

### What makes you stand out from the competition?

Brown Plumbing is dedicated to the highest quality of Plumbing and Drain Services delivered with Professionalism, Integrity, and Honesty.

### What brings customers back to your business?

Customers come back to Brown's because they know we stand by our work.

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

Brown Plumbing & Heating enjoys giving back to the community through free giveaways on Facebook, sponsoring a softball team as well as donations to community based organizations and causes.

### What makes your business a good place to work?

Brown Plumbing & Heating is an amazing place to work because the owners truly appreciate all the employees' hard work and show that appreciation in so many ways. We are a family and we all truly care about each other. Or, would you rather have a shopping experience that is full of smiles, knowledge and fun?

### OTHER FINALIST

- Precision Plumbing, 304 S 25th St.

### TAX PREPARATION SERVICE

#### Colleen Black & Company

19 years in business  
1925 Central Ave.  
(406) 248-1040  
cblacktax.com

### What makes you stand out from the competition?

As a tax preparation office we stand out for many of the reasons stated above PLUS we offer the highest quality of service you can get in this region. Many of our preparers are licensed - meaning CPA's or EA's - who can represent you before the IRS if necessary. We like to keep our clients on the "straight and narrow". We don't want our clients getting "love" letters from the IRS any more than they want to get them. It's always best to know the law and report accurate information. There have been occasions that I remind my clients that I have to sign their return too!

### What brings customers back to your business?

I think that customers come back to the business because we provide a great service for a fair price. We provide a private setting with personalized individual service to clients

It's a funny phenomenon sometimes,



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once you learn about a client's personal financial information you develop a much deeper relationship with that person and should know about EVERYTHING in their life. We feel like a counselor to clients. I've had big, burly men come into my office and share personal information about their personal relationship and begin crying.... it really is quite a compliment to think that we are trustworthy enough to share so deeply.

Much of the time that relationship is enough to come back - it is uncomfortable to share our own financial information with someone else. So, to think of changing is like changing a doctor - Uncomfortable! Many times we develop friendships with our clients and it is fun to have our clients come back year after year to see how kids have grown and keep up with what is going on in the family.

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

Something that my customers may not know about my business is that I have started to transition out of my business. I'm (Colleen) not going anywhere! I just decided to take my own advice. It is important for any successful business transition to have plenty of "lead time". 10 years is perfect. Given that, I have sold some of my stock in my company to three of my most trusted employees. I am still an owner but will now get help running the business and can look forward to a long and prosperous future for the business. A good thing for customers to know is that we are not changing a thing. We will continue to operate as we have for the past several years.

### **What makes your business a good place to work?**

Colleen Black & Co is a great place to work! It's not only because of the benefit package but because you are seen as a person. Every person matters here. We DO have a generous full benefit package, which Colleen prides herself on. Family is first and time off is encouraged for all employees. Having balance in your life is as important to Colleen as it should be to each employee. It has been said that some employees have been able to use Colleen's personal Florida Condo as a benefit!

A part of the package includes some personal extra's like surprise gift cards to places that you like. (Surprise) Specialized and specific gifts are a budgeted line item to help employees "find" that balance.

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

I was fortunate enough to have grown up in Billings. I had an idyllic childhood, went to school, met my husband and landed here. I always thought that I would leave but am so fortunate to still



call Billings my home. Billings has become a little "big" town. We can trust our neighbors and love our co-workers and it's okay. We have all of the benefits of a big city in Billings with the arts, clubs and social activities that already go on. If we want more it's easy to hop on a plane and go experience those things in larger communities. Then it's nice to come home to Billings.

### **What can customers expect when they walk through your doors?**

Customers will be greeted with a friendly hello when they walk through my office doors. We have a talented and experienced team of professionals that are available to help them, but above all else, they are nice. Everyone who works here is nice! Weird, huh? We have NO DRAMA in the office - everyone likes and respects each other. There's a good vibe.

A client might be surprised when they walk through the doors. The inside of the building looks NOTHING like the outside. There's a kid room - it's a cool place - all painted neat and was done with intention. You've GOT to check it out. The rest of the office is a very comfortable "living room"-type setting. We have a nice warm fire burning during tax season. If you make it in on the "right" day you'll even get a fresh-baked chocolate chip cookie!

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

Oh my goodness - to be voted Best of

the Best in my community, by my community residents is such a HUGE compliment. I don't take it lightly. It makes me want to work harder... for my clients, my staff AND the community. This sets the bar high and makes me want to go out and get it again next year! I want to live up to the expectations of the community - I can't even hardly believe it. Thank you Thank you Thank you - emoji emoji emoji!

### **What are you most proud of?**

I am most proud of the fact that I could have started a company that has endured and provided for so many families by providing jobs with the very best benefits around.

Secondly, I am proud of the work that my non-profit, DreamPackers, has done for the community of Billings.

### **What's your secret to good customer service?**

I don't think that I have a secret to good customer service. There really is no secret to good customer service in my opinion. It just IS what it IS. Good service IS good service. Period. I don't claim that I am always good at it but I strive to always do better.

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

I have a non-profit, DreamPackers, Inc. It was established in 2004 and began with 9 kids who lived at the Women and Family Shelter downtown. We provide

personalized back packs to underserved kids who need them. This year we filled more than 150 - happily!

### **How do you build trust with clients?**

Building trust with clients in our industry comes fast because of the type of work we do. Having confidence and training in the current tax law isn't something that you can fake. Offering to do more or know more is an easy way to build trust in clients. I always tell my team that anyone can prepare a tax return from the information provided .. to do it right, however is optimal. Knowing what is missing is key.

### **What makes your business popular?**

I don't know what makes my business popular. I think that by having a big sign on a busy street helps. Doing good work is our best advertising, though. I didn't even have a sign for the first year that I was in business.... it was still busy.

### **Fun fact about your business?**

We enjoy "Football Friday's" at the office.

Colleen hired a psychic, intuitive counselor, medium, to come into the office for a group reading.

## FINALISTS

- MicroBooks LLC, 405 E Main St.
- Woods Accounting, 1030 S 24th St. W.



# SERVICES



## VETERINARY SERVICE

**Best Friends Animal Hospital**  
 14 years in business  
 1530 Popelka Dr.  
 (406) 255-0500  
 BFAH.net

*Your pets are like family, so when they go to the doctor they should be treated like family, too.*

*"We take pride in treating our patients exactly the same as our own family members," says Best Friends Animal Hospital. "In doing so we show compassion, respect and always looking to strive for perfection."*

### What makes you stand out from the competition?

Best Friends Animal Hospital is a service-oriented hospital, dedicated to providing the highest quality boarding, medical, and surgical care.

### What brings customers back to your business?

We are people who genuinely care, and this is amplified by our client service.

### What makes your business a good place to work?

Teamwork and a Friendly atmosphere with respect and initiative to always do



our best.

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

Billings is an amazing place to live and work. So many things to do, see and enjoy.

### What can customers expect when

### they walk through your doors?

Caring and compassionate staff.

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

We take pride in our ability to serve the Billings area, and are very thankful for all

of our clients and the opportunity to keep their best friends by their sides to love and cherish.

### What are you most proud of?

The continual efforts from all our staff to rise above the crazy world we live in to provide the upmost care to our patients, in times of short-staffed or High volumes.

### What's your secret to good customer service?

Treat everyone the way you would like to be treated, or Exceed that thought.

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

Our doctors and staff have volunteered at the Yellowstone Valley Shelter, donated to Inside Voice, and coached baseball.

### How do you build trust with clients?

By exceeding their expectations and providing answers to their pet's health.

### What makes your business popular?

We serve the community when others are closed.

## FINALISTS

- Animal Hospital, 1110 Main St.
- Shiloh Veterinary Hospital, 345 S Shiloh Rd.

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## Dr. Russ Homer

Billings Readers' Choice Best Dentist.



I'm grateful and blessed to have the opportunity to serve our community. I have the best patients and am honored to be selected for this award.



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 brewerdentalcenter.com



# SHOPPING



## ANTIQUUE STORE

**Liberty & Vine Country Store**  
 5+ years in business  
 2019 Montana Ave  
 (406) 534-8667  
 libertyandvine.com

### FINALISTS

- Marketplace 3301, 3301 1st Ave N
- Yesteryears Antique Mall, 102 N 29th St

## BIKE SHOP

**The Spoke Shop**  
 49 years in business  
 1910 Broadwater Ave.  
 (406) 656-8342  
 spokeshop.com

*You know you've succeeded in business when people visit your store not even intending to buy anything. They just want to say hello, bump into friends.*

*"The Spoke Shop is a Billings institution. Since 1973 we've been the hub of the Billings cycling community," the shop says. "Cycling trends may come and go, but if the last 49 years is any indication, The Spoke Shop will remain a passionate, committed, and active focal point of Billings cycling."*

### What brings customers back to your business?

If you've never been to The Spoke Shop, you probably think we just sell or fix bikes. What we're really here for is creating awesome cycling experiences and establishing long-lasting friendships with our customers. Whether it's a complete repair overhaul to a vintage ride or selling someone their first E-Bike, our dedication to cycling and community allows us to be passionate about what we do.

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

The Spoke Shop's current home was originally a gas station. In one day's worth of moving (true story), original owner Jim Downs turned an old Texaco gas station into The Spoke Shop's current 1910 Broadwater Avenue home.

### What makes your business a good place to work?

The connection between staff and customer starts as complete strangers, but often ends as new friends. Our owner Dean empowers all of our staff to engage our customers and to maintain a friendly, local bike shop that provides nothing but world class service.

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

We've been able to see the Billings-



and-beyond cycling community grow and evolve year after year, and are proud to say our staff and customers are actively involved in our awesome community.

### What can customers expect when they walk through your doors?

We want you to leave The Spoke Shop with positive memories of the staff you interact with. Whether it's doing research on a potential bike purchase, bringing in a bike for repair, or just seeing what's new at the shop, our staff are committed to making sure you feel welcome and excited to be at The Spoke Shop!

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

It means we put our customers ahead of anything else. It means that chatting on every long phone call, answering all of the technical questions and waiting six months for that custom-ordered part to complete your dream bike is worth it. We make these commitments every day for our staff and our customers and remain dedicated to the cause.

### What's your secret to good customer service?

Our goal is to have you leave The Spoke Shop with a smile, even if you didn't buy a new bike! Customer Service will AL-

WAYS be our number one priority.

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

The Spoke Shop partners with various community organizations to host, sponsor, or otherwise participate in community events. Our staff have been very active in expanding the local trail system, including the Acton Recreational Area and the Blue Creek Bike Park. In the past, we've been able to donate bikes for raffles or actions, host various bike races, and be key sponsors for such events as Ales for Trails.

### How do you build trust with customers?

Making sure we are improving every day on our togetherness as a staff team allows us to better connect with our customers. When we're better equipped to help each other, we know we'll be in the best possible position to make you happy.

### Fun fact about your business?

We are looking forward to celebrating our 50th Anniversary in 2023!

### FINALISTS

- SCHEELS, 1121 Shiloh Crossing Blvd
- The Bike Shop, 2010 Grand Ave. STE 4

## BOAT DEALER

**Bretz RV & Marine**  
 55 years in business  
 2999 Old Hardin Rd.  
 (406) 248-7481  
 Bretzrv.com

*When you purchase from Bretz RV, you become part of our family. We take a lot of pride in helping you enjoy your camping and boating trips. From helping you pick out places to go, upgrading you into a newer RV or boat, quick repairs to get you back out around a campfire, to answering any question how to operate your RV, we are here for you. The staff you meet will be here with a smile whenever you need us, long after the sale.*

### What makes you stand out from the competition?

Bretz RV & Marine carries the top brands in every category of RV and Marine. We carry the most desired brands in the industry including Airstream, Tiffin Motorhomes, Grand Design, Keystone RV, Barletta Boats, Smokercraft and more.

### What can customers expect when they walk through your doors?

At Bretz RV & Marine, our company values align with truly WOWing our customers. Throughout your experience at any of our locations, from introductory handshake, to goodbye wave, WOW means going the extra mile for our customers. As authentic outdoor enthusiasts, our team is passionate about adventure and assisting adventure-seekers along their journey, and at an affordable price.

### Fun fact about your business?

Free 1 year storage at our Billings location!

### FINALISTS

- Pierce RV and Marine, 3800 Pierce Pkwy
- Sunshine Sports, 304 Moore Ln.

## CLOTHING STORE - MEN'S

**Shipton's Big R**  
 73 years in business  
 216 N. 14th St.  
 2600 Gabel Rd.  
 1908 Main St.  
 301 N. 14th St.  
 825 NE Main St., Lewistown  
 2049 Sugarland Dr., Sheridan, Wyo.  
 (406) 252-5707  
 shiptonsbigr.com

*Shipton's Big R, serving you since 1949 is STILL your one stop shop. From farm & ranch to sporting goods to clothing and practically everything in between.*

We are all about the farmer, the rancher, the sportsman, the hard worker, the bird lover, the guy under the hood and the pet enthusiast. The western lifestyle and beyond!

**What makes you stand out from the competition?**

We feel that we are a leader with our male customer by offering him the best brands and service out there: Ariat, Carhartt, Wrangler, Levi's and many others. Our casual shoe and work boot department hits the nail on the head with many guys.

Ariat, KEEN, Timberland Pro, Hey Dude, Twisted X and Muck are some of our most popular brands. We stock over 100 sizes in the Original Wrangler "Cowboy Cut" jeans for men.

**What brings customers back to your business?**

Quality products, everyday low prices, we stand behind what we sell, good customer service, convenient locations and hours. Most stores are open from 7:30 a.m. to 8 p.m., Monday-Saturday, and Sundays from 9 a.m. to 6 p.m.

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

We service power equipment. Over the last few years we have added these Montana stores: Lewistown and Hardin. We



offer a full service e-commerce site (shiptonsbig.com)

**What makes your business a good place to work?**

Our company culture, good management, good wages, consistency of hours (very few layoffs), excellent benefits including insurance, employee discounts, time off, and 401K.

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

Billings is the best community out there. It is a very well taken care of city with amazing people and customers. We are honored to serve the fine people of Billings. We feel that we are relevant and

that we serve a purpose with our products and services.

**What can customers expect when they walk through your doors?**

We are proud to always offer our customers clean stores that are well lit, great merchandising, excellent customer service, and top-name brands.

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

We are always honored to be recognized in the Readers' Choice Awards. We are thankful and appreciative. Thank you, Billings.

**What are you most proud of?**

This year we are particularly proud of how our customers and Shipton's Big R Stores were able to partner together to raise over \$34,000 for relief for those affected by this year's spring flooding in Carbon County, Stillwater County and Clark's Fork. This included cash donations, rounding up at the cash register and partnering with our vendors (Nucor, Cargill and OK Steel) to help provide animal feed and fencing for those affected.

**FINALISTS**

- SCHEELS, 1121 Shiloh Crossing Blvd
- the basement, 805 24th St W

**CLOTHING - WOMEN'S**

**The Banyan Tree**  
 8 years in business  
 529 24th St. W.  
 (406) 534-8533  
 shopthebanyantree.com

*It is said that style is a way to say who you are without having to speak. Of course, "who you are" is a complex question with a multifaceted answer. At The Banyan Tree, you can find a wide variety of clothing styles to match the complexity of your character. The Banyan Tree's owner, Jana Pennington, knows her customer base well, and carefully chooses the store's products so that chances are you will find a number of styles that you'll want to wear, depending on what aspect of "you" you want to express.*

**What brings customers back to your business?**

We pride ourselves on going above and beyond to seek good value without compromising on quality. With timeless stylish collections to compliment wardrobe, gifts, and home, our customers can rest easy knowing we have them covered for all of life's precious moments.

**Miss Gigi's Sweets BAKERY**

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**READERS' CHOICE**  
 BEST-BILLINGS  
 2022 WINNER

**What can customers expect when they walk through your doors?**

When you visit our store, expect to enjoy a relaxed, pressure-free shopping experience. Our team of associates will greet you with a smile and are always here to help you choose the styles that work best for you.

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

We like knowing that we are serving the women of this community well. When it comes to product selection, it feels good knowing we're on the right track to meet their needs and help women in all stages of life and of all ages feel good about themselves.

**What's your secret to good customer service?**

We realize what hectic and busy lifestyles our customers lead so we've expanded our service offerings to include an online store that has a local warehouse right here in Billings. This allows our customers to shop at their convenience and enjoy free and timely in-store pickups and returns. We like to make it easy for our customers to have access to our vast array of products. And for shoppers who live out of town, we offer free shipping when you purchase \$100 or more online.

We also treat our customers the same way we like to be treated! It's as simple as that. We put ourselves in the customer's shoes. It's more about creating friendships and building relationships than selling something.

**FINALISTS**

- Neecee's, 1008 Shiloh Crossing Blvd Suite 2
- The Last Best Boutique (formerly Tiska Chic), 2101 Grand Ave Suite 3

**CONSIGNMENT STORE**

**Savvy Seconds and More**  
 1 years in business  
 1739 Grand Ave., Suite C  
 (406) 702-1945

*How can you not want to see a "wall of jeans" at a consignment store? That's one of the things that makes Savvy Seconds stand out from its competitors. They take pride in selling designer clothing, shoes and purses that are new or like new, at affordable consignment prices. They also listen to customers and are responsive to their needs and suggestions.*

**What brings customers back to your business?**

The quality and value of our merchandise whether it is a brand name all new inventory like, "Life Is Good"; "Back In



The Saddle" western wear; Aloha wear or consigners "Coach" or "Dooney & Burke" purses and the designer clothing, all at affordable prices.

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

We have a lot of fun with special sales. There will always be 50 percent discount rooms, one for women and one for men. The one for men especially surprises people. This is part of the "and More" in our name, Savvy Seconds and More. The other part of it would be new lines, like our wedding dresses that are all new and can be special ordered in any size all for under \$500. With a delivery date of less than 6 weeks.

**What makes your business a good place to work?**

All of our employees seem to have fun when here. We all work together well and enjoy sharing ideas on how to keep improving the store. We love thinking of ways to make it a fun shopping experience for the customers. An example would be our complimentary Kauai coffee and Krispy Kream Donuts every Friday.

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

The people here are great. I moved here from Kauai, Hawaii two years ago. The previous owner had established a women's consignment store "Savvy Seconds" the original name, that was a successful business for over eight years. It has been a great opportunity to continue with the consignments part of the store while adding new lines of merchandise.

**What can customers expect when**

**they walk through your doors?**

Customers should have a memorable upscale, boutique store type of experience here, without the boutique store prices. We always feature specials of the week or month, besides our 50 percent discount rooms.

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

We are grateful that people felt that we were the best consignment store. We will continue to strive to bring good values and quality to our customers.

**What are you most proud of?**

The improvements we continue to make everyday to keep our loyal customers happy. Also, we are grateful to all of our many consigners.

**What's your secret to good customer service?**

We listen to our customers and try our best to help them have a positive experience shopping with us.

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

We will put up posters for charity and community events and have donated to auctions for several of these events.

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

We strive to help our customers find something they will enjoy wearing or using while getting a good value. This is how we continue to have repeat business from so many.

**What makes your business popular?**

Having such a wide variety of mer-

chandise to choose from and keeping prices reasonable. A good example would be our famous "wall of jeans", we have many brands, including many designer jeans in all sizes at affordable prices.

**Fun fact about your business?**

People come from all over to shop here. We have had visitors from many different countries that love consignment store shopping.

**FINALISTS**

- 2nd Chance Marketplace, 1749 Grand Ave
- the basement, 805 24th St W

**COWBOY/COWGIRL BOOTS**

**Al's Bootery and Repair Shop**  
 76 years in business  
 1820 1st Ave., N.  
 (406) 245-4827  
 alsbootery.com

*We live in boot country. Boots not only make a statement, they have a purpose, and they better hold up with the kind of hard work we do. Even if that work is just looking nice.*

*"In addition to western boots, Al's Bootery also carries work boots, hiking boots, casual shoes, motorcycle boots and leathers, moccasins, and slippers. We also carry workwear lines, fireproof lines, leather goods like purses, and some fun jewelry," Al's Bootery and Repair Shop says. "We also have our own repair shop where we can repair soles, heels, stitching and much more on your favorite boots."*

**What makes you stand out from the competition?**

We are a local family owned business that prides ourselves on exceptional customer service.

We also carry specialty lines and boots that you can't get anywhere else in Billings, including some custom made boot options.

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

Billings and the surrounding area is very diverse. We really enjoy being able to serve people in many different professions and lifestyles and helping everyone find the footwear, work wear and accessories that fit whatever they need. We are thankful for the support of the community over the past 76 years and we look forward to continuing to provide great products and services for years to come.

**What can customers expect when they walk through your doors?**

You can expect to be greeted with a smile by a staff member who will help you in finding the products that you are looking for.



# SHOPPING



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

It is an honor and a privilege to be recognized. We are humbled by the support and we promise to continue to provide the customer service that you have come to expect from us.

## What's your secret to good customer service?

A big part of good customer service is just enjoying meeting and serving people. That and believing in the products that you are offering your customers are a big part of making great customer service easy.

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

We partner with MT Pro Rodeo Hall & Wall of Fame on fundraising to award scholarships to area high school students. And we're proud to offer a discount to all veterans, active-duty military members and first responders. We appreciate the opportunity to give back to those who serve our community.

## How do you build trust with clients?

Listening to what the customer wants is the first thing that is important to creating trust. Then giving the customer what they are looking for and being very honest about what you can and can't do.

## FINALISTS

- Boot Barn, 327 S 24th St W Unit 1
- Shipton's Big R, Various locations

## FARM AND RANCH STORE

### Shipton's Big R 73 years in business

216 North 14th Street  
2600 Gabel Road  
1908 Main Street

825 NE Main Street, Lewistown MT  
1001 North Center Avenue, Hardin MT  
2049 Sugarland Drive, Sheridan WY  
(406) 652-9118 Big R West  
shiptonsbigr.com

*Shipton's Big R, serving you since 1949 is still your one stop shop. From farm and ranch to sporting goods to clothing and practically everything in between. We are all about the farmer, the rancher, the sportsman, the hard worker, the bird lover, the guy under the hood and the pet enthusiast. The western lifestyle and beyond!*

## What makes you stand out from the competition?

Diversity of products and departments, quality brands, locally owned, customer

service, six store locations, service center, e-commerce, everyday low prices.

## What brings customers back to your business?

Quality products, everyday low prices, we stand behind what we sell, good customer service, convenient locations and hours. Most stores are open from 7:30 a.m. to 8 p.m., Monday-Saturday, and Sundays from 9 a.m. to 6 p.m.

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

We service power equipment. Over the last few years we have added these Montana stores: Lewistown and Hardin. We offer a full service e-commerce site (shiptonsbigr.com)

## What makes your business a good place to work?

Our company culture; good management, good wages, consistency of hours (very few layoffs), excellent benefits including insurance, employee discounts, time off, and 401K.

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

Billings is the best community out there. It is a very well taken care of city with amazing people and customers. We are honored to serve the fine people of Billings. We feel that we are relevant and that

we serve a purpose with our products and services.

## What can customers expect when they walk through your doors?

We are proud to always offer our customers clean stores that are well lit, great merchandising, excellent customer service, and top-name brands.

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

We are always honored to be recognized in the Readers' Choice Awards. We are thankful and appreciative. Thank you, Billings.

## What are you most proud of?

This year we are particularly proud of how our customers and Shipton's Big R Stores were able to partner together to raise over \$34,000 for relief for those affected by this year's spring flooding in Carbon County, Stillwater County and Clark's Fork. This included cash donations, rounding up at the cash register and partnering with our vendors (Nucor, Cargill and OK Steel) to help provide animal feed and fencing for those affected.

## FINALISTS

- Tractor Supply Co., 496 Main St
- Western Ranch Supply, 303 N 13th St

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**Stuart's House of Vacuums**

**Did you Know?**  
We offer custom window coverings! Blinds, shades and shutters!

**Thank you for your business and loyalty. It is a great honor to serve you and be chosen as Billings' Best Vacuum Store!**

**MADE IN THE SHADE**  
Blinds • Shades • Shutters • Draperies

Come See Us at 3127 Central Ave • (406) 656-8681 • StuartsHouseofVacuums.com  
Serving Montana for more than 50 years





# SHOPPING



## FLORIST

**Gainan's Midtown Flowers**  
**71 years in business**  
 1603 Grand Ave., #140  
 Heights Flowers Garden and Patio  
 819 Bench Blvd  
 (406) 245-6434  
 Gainans.com

*There are many occasions when words just aren't adequate.*

*"Our business is to turn feelings into flowers and partner with our customers in all the seasons of their lives," says Gainan's. It's a winning formula as Gainan's heads into its eight decade in business.*

*"We understand fully the importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for 71 years."*

### What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt. What brings customers back to your business? All of our customers are important, and our professional staff is dedicated to making their experience a pleasant one. We always go the extra mile to make their gift perfect.

### What can customers expect when they walk through your doors?

Fresh flowers and plant selections, a wide range of unique gift items and professional dedicated staff.

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

Gainan's is committed to the Billings community and we believe it is important to give back. Each year we donate products to organizations, groups and individuals in our community. We have a fundraiser card program and partner with organizations such as clubs, schools and teams who sell the cards. Our website also offers a Helping Hands program that is designed to give back. With each order, a customer can choose to have Gainan's donate to one of our participating organizations.

### How do you build trust with customers?

Our business is to turn feelings into flowers and partner with our customers in all the seasons of their lives. We understand fully the importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for 71 years.

## FINALISTS

- Albertsons Heights Floral, 670 Main St
- Magic City Floral, 1848 Grand Ave



## GIFT STORE

**The Banyan Tree**  
**8 years in business**  
 529 24th St. W.  
 (406) 534-8533  
 shopthebanyantree.com

*Jana Pennington, the founder of The Banyan Tree, explains that the store's name was chosen because of the unique and strong root system of the banyan tree, in which roots grow to support separate branches. The roots of The Banyan Tree store are Jana and her family – husband James as the CFO and their four children as assistants, who work to fulfill their customers' needs.*

### What makes you stand out from the competition?

From elevated everyday wear to thoughtful gifts and unexpected finds for your home, the Banyan Tree is a one-stop shop for all your shopping needs. We offer an expanded selection of affordable and unique gifts for all your loved ones. From your best friend, to an adorable grandchild, or even for a new son-in-law, we have a little something for everyone!

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

We enjoy getting to know and support the women in our community and surrounding areas. We love to be able to assist them in finding just what they need when they come into the store. We like to give helpful ideas and suggestions to help them find the perfect item for the loved ones in their life.

### What makes your business popular?

We have something for everyone, whether you are young or young at heart. It's a place where everyone can come together and find something they love that helps them feel like their best self.

## FINALISTS

- Liberty & Vine Country Store, 2019 Montana Ave
- The Joy of Living, 1524 24th St W

## GROCERY STORE

**Albertsons**  
**83 years in business**  
 Various locations  
 (406) 248-7474  
 albertsons.com

## FINALISTS

- Town & Country Foods, 1603 Grand Ave
- WinCo Foods, 2424 Central Ave

## HARDWARE STORE

**King's Ace Hardware Stores**  
**35 years in business**  
 7 locations across Billings, Lockwood,  
 Laurel and Columbus  
 (406) 656-1446  
 Acehardware.com

*As a nation and a region, we've been through a rough patch. A lot of folks have struggled with money while they've also been cooped up in their homes.*

*During that hard time, and all the time for the last 35 years, Kings Ace Hardware*

*has had your back.*

*"We have always worked to put the needs of the customers first, and to take care of people," says. "During challenging times, when budgets are tight, that commitment has been tested like never before, and the associates at our seven locations have come together to secure product and solve problems in new and creative ways. Our people make our business."*

### What makes you stand out from the competition?

With seven locations, there isn't a neighborhood in Billings, Lockwood, Laurel, and Columbus that is not close to an Ace location – and that availability is one thing that makes them the Reader's Choice winner for Best Hardware Store, Best Paint Store and Best Power Equipment store. And since Ace Hardware is a co-op, the combined advantages of national buying power and being locally owned and operated makes Ace a true neighborhood hardware store.

### What brings customers back to your business?

We are constantly telling people that, "Ace is the place with the helpful hardware folks," and we work our tails off to be sure that we are helpful, knowledgeable and friendly. We talk the talk, and we work very hard to walk the walk behind the Ace jingle.

What's something your customers may not know about your business? Many people think Ace is a Corporation of a franchise. Ace is a Co-op which means the store owners own the company. This means that decision making about the local stores happens right here in Billings.

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

We love the opportunity to give back to those who serve our youth and our most at-risk populations. We are proud to support the Boys and Girls Clubs of Yellowstone County, Friendship House, Children's Miracle Network, Tumbleweed, Optimist youth programs, Rotary, 4-H, FFA and many more community organizations.

### What can customers expect when they walk through your doors?

A friendly smile, quick, competent service, and a genuine appreciation for their business.

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

It shows us that people still want to support small businesses in the community, and that there is still a place in the market for locally owned and locally operated businesses.

### What are you most proud of?

All the things we do to give back to the communities who support our stores.



# SHOPPING



## What's your secret to good customer service?

Hiring the right people, giving them the best training, and the tools to take care of our customers.

## What makes your business popular?

Convenience, our wide variety of products, free local delivery, and a helpful attitude.

## Fun fact about your business?

Winning Best of Billings in three different categories shows that we strive for excellence in all parts of our stores.

### FINALISTS

- Billings Hardware, 906 Broadwater Ave
- Heights Ace Hardware, 1547 Main St

## JEWELRY STORE

**Goldsmith Gallery Jewelers**  
 32 years in business  
 903 Shiloh Crossing Blvd.  
 (406) 252-3662  
 goldsmithgalleryjewelers.com

*With so many things to consider, buying jewelry can seem a little daunting. What*

*sets Goldsmith Gallery Jewelers apart is the experience and service to put customers at ease when they come in the store. "We love helping people find the perfect jewelry and engagement rings," says Scott Wickam. "We gift wrap while you wait, and you are welcome to enjoy a beverage in our customer lounge while catching the game on our TVs."*

## What makes you stand out from the competition?

We have been in the diamond and jewelry business for 32 years. We go directly to Antwerp to select the very best diamonds, cutting out the middleman and giving the value to our customers. We also have the largest selection of Yogo sapphires in the country. We feel like our customers enjoy the Goldsmith Gallery experience when they come into our store.

## What brings customers back to your business?

Many of our jewelry consultants have been at our store for over 10 years. They know their customers and they know the jewelry business. We like to let customers know what we can do, rather than what we can't. Since we also custom make jewelry, there isn't much we can't do. We have happy customers that have come back over the generations.

## What's something your customers



## may not know about your business?

Scott Wickam started Goldsmith Gallery Jewelers in a small downtown store in Billings. He custom made most of the jewelry to start, since then we continue custom jewelry but have also added some favorite designer brands like Rolex, Tacori, John Hardy, LeVian, A. Jaffe, Michael M, Shy Creations, Michelle & Tissot.

## What makes your business a good place to work?

We have a great team! Our owners and

managers want everyone to succeed. We do our best to offer incentives so people stay. Scott Wickam's children are carrying on the tradition of working at the store, as both Haylie and Brayden are part of the team.

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

We love Billings and the surrounding areas. The people in Billings are friendly and welcoming. We enjoy bringing quality jewelry to this community at prices that they can afford. We also enjoy people just

**GUADALUPE**  
Family Mexican Restaurant

**GRILL & GO**

**READERS' CHOICE**  
the BEST of BILLINGS  
BILLINGS GAZETTE  
**2022 WINNER**

**Best Mexican Restaurant in Billings**

**To Our Billings Familia: Thank you for voting us #1!**

**LOCATIONS**

DOWNTOWN - 17 North 29th St.	259-8930
HEIGHTS - 1403 Main St.	245-2151
GRAND - 1223 Grand Ave.	652-5156
GUAD'S GRILL & GO - 1431 Country Manor Blvd	969-1039
HAVRE - 335 1st St.	265-1852

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guadalajararestaurantmt.com

**THANK YOU**  
**Billings For Making Bark Park The Best Pet Boarding Facility!**

Bark Park offers Dog Daycare & Overnight Boarding. Our ultimate goal is to provide the Billings community with a safe and trusting place to take their dog knowing they are in professional, knowledgeable, and caring hands!

**Monday - Friday 7:00 AM-6:00PM**  
**Closed Saturday and Sunday**

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

**BARK PARK**

**READERS' CHOICE**  
the BEST of BILLINGS  
BILLINGS GAZETTE  
**2022 WINNER**



stopping in to say hi. Billings is a supportive community and we are very thankful for the support we've received over the last 32 years. This community has made us who we are!

**What can customers expect when they walk through your doors?**

Customers can expect the Goldsmith Gallery Experience. A friendly greeting as you walk in, personal customer service, custom jewelry, financing options, customer lounge with beverages & TV, and complimentary gift wrap on all items.

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

It's an honor to be voted Best Jewelry Store by Readers' Choice. We are thankful for the votes, but mostly for the customers who support us! We couldn't do it without our customer base & our supportive community.

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

We enjoy giving back to the communities that have supported us over these many years! We support a lot of charity fundraisers by donating jewelry to their live & silent auctions. We also like to support the media who are giving back by giving them donations. We've done food drives and fundraisers at our store over the years as well.

**FINALISTS**

- Berkman Custom Jewelers, 411 24th St W #111
- Greenleaf's Jewelry Inc., 312 8th St W

**MUSIC STORE**

**Cameron Records**  
3 years in business  
1440 Central Ave.  
(406) 534-3423  
cameronrecords.com

**FINALISTS**

- Eckroth Music, 922 Grand Ave
- Hansen Music, 521 24th St W

**OPTICAL STORE**

**Barnett Opticians**  
70+ years in business  
2203 Broadwater Ave  
(406) 652-4347  
barnettopticians.com

**FINALISTS**

- Bauer & Clausen Optometry, 100 Brookshire Blvd Bldg 2, STE 2
- Heights Eyecare, 430 Lake Elmo Dr



**PET GROOMER**

**Dee-O-Gee**  
4 years in business  
27 Shiloh Rd., Suite 21  
(406) 534-4245  
billings.dee-o-gee.com

*You wouldn't give your family food you couldn't trust. It should be the same for your dog. When you buy pet food at Dee-O-Gee, they've already done the homework for you.*

*"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," the company says. "Not only do the pets love their experience at Dee-O-Gee, so do the '2 legged shoppers' ... they find unique and locally sourced products.*

**What makes your business a good place to work?**

Culture, culture, culture. We love pets and we support our fellow staff members. We also offer free animal handling courses and pet dietician training for all staff members.

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

Dee-O-Gee has been voted Best of the Best for "Best Pet Store" and "Best Pet Groomer" for 3+ 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 host numerous adoption events for local animal shelters each year, as well as dog/cat food drives for shelters.

We also support local little leagues and youth sports.

**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.

**What brings customers back to your business?**

Relationships.

**FINALISTS**

- Groomingdale's Salon & Paw\*tique, 1436 Central Ave
- Lovable Pets Bakery & Boutique, 1313 Grand Ave Suite 6

**PET STORE**

**Dee-O-Gee**  
4 years in business  
27 Shiloh Rd., Suite 21  
(406) 534-4245  
billings.dee-o-gee.com

*Loving your pet is easy. But even the most attentive dog or cat owner has forgotten to buy more food.*

*Dee-O-Gee to the rescue. The region's most popular pet store offers an auto-order service.*

*You get a happy pet, and peace of mind. "You won't forget to get dog or cat food, or litter, of those favorite treats that you always seem to run out of," the store says.*



# SHOPPING



## What makes you stand out from the competition?

Dee-O-Gee is truly Billings' BEST source for pet supplies, dog grooming and dog daycare. We are the only business to get all 3 of those things in the same place.

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

We have certified Pet Dieticians on staff. Do you have questions about your dog or cat's nutrition? We can help ... and, we are very thorough. There are LOTS of pet food and supplements options in our world today, not all of them are good. We will help you sift through all of the information and make the best choice for your pet.

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

Dee-O-Gee has been voted Best of the Best for "Best Pet Store" and "Best Pet Groomer" for 3+ years. We are SO proud of our staff and very happy to be the hub for the local dog community in

the Yellowstone Valley.

## 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.

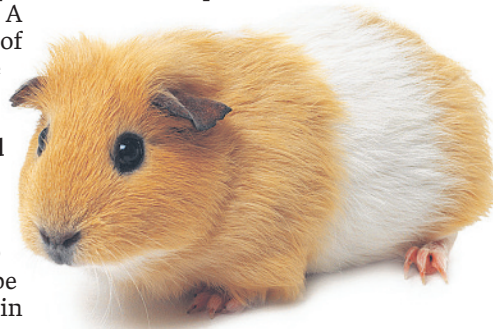
## What makes your business popular?

Would you rather browse the aisles at a big box store, just hoping an employee asks you if you need anything?

Or, would you rather have a shopping experience that is full of smiles, knowledge and fun?

## What brings customers back to your business?

Relationships.



## FINALISTS

- Lovable Pets Bakery & Boutique, 1313 Grand Ave Suite 6
- PetSmart, Various locations

## PLACE TO BUY PRODUCE

### Swanky Roots, Inc.

5 years in business

8333 Story Rd.

(406) 656-7668

swankyroots.com

*If you want to be the place to buy produce in town, the critical factors are freshness and taste. Swanky Roots has figured it out - garden produce grown on site and stocked for customers at the peak of freshness. Eating healthy has never tasted so good. And if you want, you can take a tour of their greenhouse.*

## What brings customers back to your business?

The taste. Our lettuce really does have a great fresh taste to it that is hard to beat. Our garden produce also has that great homegrown taste to it that just makes you want to eat more veggies.

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

We are a relatively small team. We have a very dedicated group of employees who put in tons of time and energy to keep everything growing on schedule. We all get our steps in everyday in the greenhouse - we are constantly moving.

## What makes your business a good place to work?

The passion for people. Not only for our customers but for our employees too. We know there is more to life outside of work so we want to create an environment that is relaxing as well as productive.



**T H A N K Y O U**



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**Buy a Shredded Pork Sandwich & Get One FREE!**

523 Hilltop Road, Billings Heights 245-2583

**Bluesbbqbillings.com**

1 coupon per customer. Expires 12/31/2022.



# SHOPPING



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

The amazing support. We love all the customers who come see us at our farm store and who also support us by purchasing through our local grocer partners. It has been so great to see how many people love our products.

## What can customers expect when they walk through your doors?

Depending on the season, our farm store can have a variety of produce and other local products. During the Summer and Fall we have more since that is when the outdoor garden is producing the most. However, even during the Winter months we still have fresh lettuce.

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

It is really rewarding to be recognized as the best of the best. It makes all the long days really feel worth it. We know we have a great product and it is amazing to see the response of the community thinking the same.

## What are you most proud of?

We are really proud how in a fairly short amount of time our business has grown. It has been amazing to see our products in local grocery stores like Town and Country Foods and the Yellowstone Valley Food Hub as well as larger stores like Albertsons.

## What makes your business popular?

Our tours of the greenhouse are very popular. Aquaponics is a unique way to grow lettuce and people really enjoy seeing how the fish and plants work together to create a beautiful ecosystem.

## Fun fact about your business?

"Swanky" comes from Veronnaka's mother's maiden name. We loved the play on words while also paying tribute to what we think is most important, family.

### FINALISTS

- Albertsons, Various locations
- Costco Wholesale, 2290 King Ave W

## POWER EQUIPMENT STORE

### King's Ace Hardware Stores

35 years in business

7 locations across Billings, Lockwood, Laurel and Columbus  
(406) 656-1446  
Acehardware.com

*You know the jingle, "Ace is the place with the helpful hardware folks." There's truth in that advertising.*

*"We work our tails off to be sure that we are helpful, knowledgeable and friendly,"*



says King's Ace. "We talk the talk, and we work very hard to walk the walk behind the Ace jingle."

## What makes you stand out from the competition?

With seven locations, there isn't a neighborhood in Billings, Lockwood, Laurel, and Columbus that is not close to an Ace location - and that availability is one thing that makes them the Reader's Choice winner for Best Hardware Store, Best Paint Store and Best Power Equipment store. And since Ace Hardware is a co-op, the combined advantages of national buying power and being locally owned and operated makes Ace a true neighborhood hardware store.

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

Many people think Ace is a Corporation of a franchise. Ace is a Co-op which means the store owners own the company. This means that decision making about the local stores happens right here in Billings.

## What makes your business a good place to work?

We have always worked to put the needs of the customers first, and to take

care of people. During challenging times, when budgets are tight, that commitment has been tested like never before, and the associates at our seven locations have come together to secure product and solve problems in new and creative ways. Our people make our business.

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

We love the opportunity to give back to those who serve our youth and our most at-risk populations. We are proud to support the Boys and Girls Clubs of Yellowstone County, Friendship House, Children's Miracle Network, Tumbleweed, Optimist youth programs, Rotary, 4-H, FFA and many more community organizations.

## What can customers expect when they walk through your doors?

A friendly smile, quick, competent service, and a genuine appreciation for their business.

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

It shows us that people still want to support small businesses in the community, and that there is still a place in the market for locally owned and locally op-

erated businesses.

## What are you most proud of?

All the things we do to give back to the communities who support our stores.

## What's your secret to good customer service?

Hiring the right people, giving them the best training, and the tools to take care of our customers.

## What makes your business popular?

Convenience, our wide variety of products, free local delivery, and a helpful attitude.

## Fun fact about your business?

Winning Best of Billings in three different categories shows that we strive for excellence in all parts of our stores.

### FINALISTS

- Shipton's Big R, Various locations
- Total Rental Inc, 1015 Central Ave

## SHOE STORE

### Scheels

120 years in business  
1121 Shiloh Crossing Blvd.  
(406) 656-9220  
scheels.com

### FINALISTS

- Shoe Carnival, 909 Shiloh Crossing Blvd
- the basement, 805 24th St W

## SPORTING GOODS STORE

### Scheels

120 years in business  
1121 Shiloh Crossing Blvd.  
(406) 656-9220  
scheels.com

### FINALISTS

- Shipton's Big R, Various locations
- The Base Camp, 1730 Grand Ave

## WINE STORE

### City Vineyard

22 years in business  
1335 Golden Valley Circle, Suite 2  
(406) 867-1491  
cityvineyardwine.com

### FINALISTS

- Albertsons, Various locations
- Yellowstone Cellars & Winery, 1335 Holiday Cir





# Thank You

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# THANK YOU

At MasterLube, our teams work hard to build loyal relationships in our community through friendly, honest service. We often hear how much people appreciate the free ice cream... but we know more importantly that everyone wants to be treated with dignity and respect, they want us to carry their preferred brand of oil, and they don't want to feel like we are "hawking" things on them. We judge our success by how soon you come back, not by how much you buy. It is an honor to receive this recognition again this year, it doesn't happen by accident. We work hard at it, we train hard also, and we take this as a sign that we are doing a pretty good job!



## Thank You for all the Support!