THE COMMUNITY SPOKE, AND WE LISTENED!
READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025
WINNERS
guide
2025
SEE THE WINNERS AT GO.BILLINGSGAZETTE.COM/RC25

BERKSHIRE HATHAWAY HOMESERVICES | FLOBERG REAL ESTATE

READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER

Thank you, Eastern Montana!

For Voting Us

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for the 12th time,

and recognizing us as finalists for

Best Customer Service
Home and Commercial Services

& Best Place to Work

444 N 9th St, Columbus | 201 Broadway Ave S, Red Lodge | 1550 Poly Dr, Billings | BHHSFlobergRE.com | BHHS@Floberg.com

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We appreciate your business!

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BILLINGS GAZETTE
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BILLINGS GAZETTE COMMUNICATIONS

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President
Dave Worstell

Congratulations to this Year's Winners and Finalists

Operating a small business is an endeavor that is both deeply rewarding and undeniably demanding. While business ownership offers independence and the freedom to shape decisions, it also presents significant risks and ongoing challenges. Among the most pressing is the task of assembling and training a capable team committed to delivering exceptional customer service. The long hours often extend well beyond the traditional workday, as owners dedicate evenings and weekends to ensuring smooth operations. Competition has also intensified—whether from local enterprises or global competitors—driven by rapid technological advancement. Furthermore, selecting the right inventory, services, or menu offerings provides no certainty of success.

Against this backdrop, we are honored to celebrate the 2025 Billings Gazette Readers' Choice Winners and Finalists. These exemplary businesses have not only endured but excelled, distinguishing themselves as leaders within our community. We extend our warmest congratulations to all honorees.

As you review this year's recipients, we encourage you to reflect on the dedication, perseverance, and commitment required to achieve such recognition. We are deeply grateful to everyone who submitted nominations and cast votes in the 2025 Readers' Choice event. Your engagement is what makes this celebration possible.

Ultimately, Readers' Choice stands as a tribute to the hard work of many. We offer our sincere appreciation to the business owners, managers, leaders, and frontline employees whose efforts sustain and enrich our community each day.

PLAQUES FOR WINNERS AND FINALISTS

Look for the official 2025 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!

Thank you for voting Valley Credit Union as:

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

We look forward to providing an easy, convenient banking experience for everyone we serve.

Valley CREDIT UNION

AUTOMOTIVE SERVICES

Vallie Automotive Center

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

What makes you stand out from the competition?

Vallie Auto Center is the only NAPA Gold Certified Auto Care 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. We service most makes and models of vehicles and offer a 36 month/36,000-mile nationwide warranty.

What brings customers back to your business?

We greet customers with a smile on our faces and in our voices. We always strive to put our customers first, making sure that we get the job done right the first time, and take time to resolve any customer concerns that may arise.

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 makes your business a good place to work?

We take care of our team members by providing a safe, fun, and challenging work environment. We offer opportunities for training, certifications, and advancement. We want them to be happy and excited to come to work. We have an excellent team that we couldn't be prouder of.

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

We love the Billings community! We have great customers who we love to help. We enjoy giving back to the community that most of our team grew up in, as well as being able to help others locally. This is an amazing part of running a small local business in Billings.

What can customers expect when they walk through your doors?

A smile and an easy-to-understand explanation of what work may need to be completed. We offer low pricing and exceptional customer service. We offer the convenience of a Digital Vehicle Inspection program that allows us to send estimates and updates on repair progress, along with pictures via text message or email.

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

Being voted Best Automotive Repair Service in the Billings area is an absolute honor. We truly appreciate our customers and community.

What are you most proud of?

We are most proud of our team. They work hard to make sure that the job is done right the first time. They consistently strive to learn more to keep up with changing technology and engineering.

What's your secret to good customer service?

We make sure to take the time to listen to our customers' concerns, provide an estimate of cost, and explain in an easily understood manner. We always make sure that our customers are our number one priority.

How do you build trust with customers?

We are honest, fair, empathetic, and compassionate with every customer. If there ever is an issue, we work very hard to resolve the problem in a prompt and polite manner.

FINALISTS

- Brown's Auto Service, various locations
- Denny Menholt Chevrolet, 3000 King Ave. W.

CAR DEALER – NEW

Denny Menholt Chevrolet

38 years in business
3000 King Ave., W.
3710 Zoo Dr.
(406) 896-3000
dennymenholt.com

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

We believe in doing everything we can to create a positive work environment for our employees. It's hard to have happy customers without happy employees, and we have had that philosophy for 38 years (since we started in Billings).

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

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

What can customers expect when they walk through your doors?

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

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How do you build trust with customers?

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

FINALISTS

- Bob Smith Motors, 2244 Central Ave.
- Denny Menholt Nissan, 3710 Zoo Dr.

CAR DEALER – PRE-OWNED

Denny Menholt Chevrolet

38 years in business
3000 King Ave., W.
3710 Zoo Dr.
(406) 896-3000
dennymenholt.com

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FINALISTS

- Hertz Car Sales, 2851 King Ave. W.
- TKO Autos, 4015 1st Ave. S.

CAR WASH

Mint Smartwash

8 years in business
411 N. 7th St.
(406) 259-6468
mintsmartwash.com

What makes you stand out from the competition?

What sets us apart is the mix of advanced, eco-friendly wash technology and the experience we create for our guests. From free vacuums and towels to the speed and consistency of every wash, we make it easy. And honestly, our people are the biggest difference — they love what they do, and it shows.

What brings customers back to your business?

Our guests know they'll get a consistent, high-quality wash every time. We back that up with a 130-point quality inspection every day to keep everything running at its best. On top of that, our Club Mint memberships — starting at just $25 a month — make it easy and affordable for people to keep their cars looking great.

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

A lot of people don't realize we recycle about 80% of our water and use eco-friendly products in every wash. Behind the scenes, our team also does daily inspections to make sure everything runs perfectly. And we're passionate about keeping things moving — we work hard so our guests don't end up waiting in line.

What makes your business a good place to work?

We've built an amazing team that shares a real passion for taking care of our customers, and they're supported by leadership that's equally dedicated to them. We offer growth and management training, flexible schedules for students, and fun perks like free washes and snacks. Most importantly, we make sure our staff feel recognized and appreciated every day.

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

We love being part of Billings — supporting local events, giving back, and finding ways to stay active in the community. Being voted Best Car Wash means a lot because it shows we share values with our neighbors, and we're proud to call this our home.

What can customers expect when they walk through your doors?

Every guest is greeted with a wave, a smile, and even a free dash wipe. From there, it's a fast, no-hassle wash that's the quickest in Billings, so people leave with a clean car and a great experience.

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

It means the world to us. We're so

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

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 WINNER

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Congratulations Connor Larson!
Finalist For Billings Best Accountant

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

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

READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER
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For voting us Best Bank and Best Insurance Agency in Billings! We are uniquely focused on Montana and proud to serve our community.
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Stockman Insurance
Deposit and loan products are offered by Stockman Bank, Member FDIC, Equal Housing Lender
Insurance products offered through Stockman Insurance are not FDIC insured, are not bank guaranteed, and may lose value.

grateful to the Billings community for trusting us, and it motivates our whole team to keep raising the bar and delivering the best wash and experience every time.

What are you most proud of?

We're most proud of our amazing team and the values we live by every day. Their passion for serving customers and our commitment to doing things the right way — from sustainability to community involvement — make Mint something special.

What's your secret to good customer service?

It starts with attitude — every guest gets a smile, a wave, and genuine care. And we empower our team to succeed, because when they feel supported and valued, it shows in the way they take care of our customers.

What makes your business popular?

It's the value we deliver, and the trust people have in us. With affordable memberships and a reputation for consistent quality, our guests know they'll always leave Mint with a clean car they can count on. We can deliver a clean, dry, shiny car in 5 minutes or less, getting our customers back to their day looking and feeling Mint! Our customers also enjoy FREE vacuums, mat washing, towel service, and interior detail products with every wash.

Fun fact about your business?

A fun fact is that our wash chemistry (soaps, polishes and waxes) contains graphene and ceramics which use nanotechnology to provide long lasting protection for your vehicle, and the more frequent you visit the more protection you get and the longer your shine will last.

FINALISTS

- Don's Car Wash, various locations
- Wave Car Care Center, 858 S. 29th St. W.

OIL CHANGE

MasterLube

44 years in business

2424 King Ave. W.
1628 Grand Ave.
1331 Main St.
2650 4th Ave. N.
203 S.E. 4th St., Laurel
(406) 248-8871
masterlube.com

FINALISTS

- Don's Car Wash, various locations
- Tire Rama Heights, 1001 Main St.

RV DEALER

Bretz RV & Marine

58 years in business

2999 Old Hardin Rd.
4800 Grant Creek Rd., Missoula
5200 Harrison Ave., Butte
1608 Industrial Rd., Nampa ID
4180 S. Broadway Ave., Boise ID
24901 E. Appleway Ave., Liberty Lake WA
(406) 248-7481
bretzrv.com

What makes you stand out from the competition?

From March 1st-September 30th, we sell 99-cent propane to our Camp Club Members, we have a free dump station, and complimentary overnight stays for service customers. These are just a few examples of how we go the extra mile to make RVing and boating accessible and enjoyable for everyone.

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

We love being a part of the Billings community and supporting local families and businesses. It's incredibly rewarding to help people create lasting memories through camping and boating adventures. We're proud to have been a reliable source for RV and boat needs for over 58 years.

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

Being voted Best RV Dealer and Best Boat Dealer by the Billings Gazette readers is an incredible honor. It's a testament to the hard work, dedication, and passion of our entire team. We're grateful for our loyal customers who have supported us for 58 years. This award validates our commitment to providing exceptional service and creating unforgettable outdoor experiences.

What are you most proud of?

Bretz RV & Marine has been serving the community for 58 years. We pride ourselves on our exceptional customer service and our commitment to helping people get outdoors. Our 99-cent propane, free dump station, and complimentary overnight stays for service customers are just a few examples of how we go the extra mile to make RVing and boating accessible and enjoyable for everyone.

How do you build trust with customers?

At Bretz RV & Marine, we've built trust with our customers by providing exceptional service, a wide selection of top-quality RVs and boats, and a commitment to customer satisfaction. Our knowledgeable and friendly staff is dedicated to helping customers find the perfect vehicle for their needs and providing expert guidance throughout the entire buying process. We also offer comprehensive after-sales support, including full service and parts departments, to ensure our customers have a seamless and enjoyable ownership experience. By consistently delivering on our promises and exceeding expectations, we have earned the trust and loyalty of our customers.

FINALISTS

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

TIRE STORE

Montana Tire Distributors

37 years in business

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

What makes you stand out from the competition?

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

What brings customers back to your business?

Our teams' familiar faces and great relationships.

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

We are currently building a new shop off 1st Ave. N., to better our community.

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

We enjoy the relationships we have built over the years.

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

THANK YOU

For Voting us Best Farm & Ranch Store!

We were also honored with:

BEST SPORTING GOODS STORE
BEST COWGIRL/COWBOY BOOTS
BEST MEN'S CLOTHING STORE
BEST WOMEN'S CLOTHING STORE

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the BEST of BILLINGS
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Sunday 9:00am - 6:00pm

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

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

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

BIG R HARDIN
1001 N. Center Ave
(406) 953-5111
Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

this recognition only encourages us to continue working hard and doing what we do.

What are you most proud of?

Still being a locally owned company after 37 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 are 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 as a tire wholesale distributor by Kim Anderson in 1988. In 2004, the retail store was added and Montana Tire continued to grow. In 2018, Kim's son, Ryan, purchased the company.

FINALISTS

- Edam's Tire & Automotive, 2503 First Ave. N.
- Tire Rama, various locations

TOWING & RECOVERY

Hanser's

60 years in business

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

How do you build trust with customers?

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

FINALISTS

- Andersons Towing, 1202 S. 32nd St. W.
- Thin Line Towing and Recovery, 5229 King Ave. W., Unit C4

Thank you!
Your trust, business, and votes are truly appreciated!

READERS' CHOICE the BEST of BILLINGS 2022 WINNER
READERS' CHOICE the BEST of BILLINGS 2023 WINNER
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Best REALTOR®
Robin Hanel
(406) 860-6181
Robin@RobinHanel.com

BERKSHIRE HATHAWAY HOMESERVICES
FLOBERG REAL ESTATE
A member of the franchise system of BHH Affiliates, LLC.

★ BEAUTY & FITNESS ★

DAY SPA

Element Skin Therapy

4 years in business
411 24th St. W., Ste. 113
(406) 208-7822
elementskintherapy.com

What makes you stand out from the competition?

At Element Skin Therapy, we believe skincare is more than a treatment—it's an experience that transforms confidence and overall well-being. Our estheticians specialize in corrective, results-driven facials while still creating a relaxing, spa-like escape. Every visit is customized, thoughtful, and centered on making our clients feel truly cared for. What sets us apart is not only our expertise, but also the relationships we build with our community.

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

Something many people don't know about Element is how much thought we put into education and training. Our estheticians are continuously learning new techniques and treatments so we can bring the very best in skincare to Billings. Behind the scenes, we're always evolving and perfecting what we offer to ensure our clients see real, lasting results.

What can customers expect when they walk through your doors?

From the moment you walk in, you'll notice that Element isn't just another spa—it's an escape. Clients are welcomed with kindness, comfort, and a personalized approach to skincare. Whether it's your first visit or your tenth, you can expect expert care, visible results, and an experience that feels just as good for the soul as it does for the skin.

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

One of our core values is giving back to the community that allows us to do what we love every day! We regularly donate to local fundraisers, schools, and nonprofits, and we've partnered with organizations like YVAS, Billings School District, and ZooMontana to help support causes close to our hearts. For us, success isn't just about great skin—it's about strengthening the community that allows us to do what we love every day.

How do you build trust with clients?

Trust comes from consistency! Our clients know they'll receive the same exceptional care every time they visit. We're transparent about treatments, ingredients, and what clients can realistically expect, which helps them feel confident in their skincare journey with us.

Fun fact about your business?

Here's a fun one: our owner, Kialy, once joked she was "born with a serum in hand." She's always testing products, dreaming up new facials, and finding ways to make science-backed skincare feel like pure self-care. Clients get the best of both worlds—results and relaxation.

FINALISTS

- Fresh Beauty Aesthetics, 1423 38th St. W., Ste. 1
- Plush Skincare Studio & Medical Aesthetics, 1423 38th St. W., Ste. 1

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READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 WINNER
READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2024 WINNER

www.actionelectricinc.com

FITNESS GYM

Granite Health and Fitness
(Granite Sport)
18 years in business
3838 Ave. B
(406) 294-5040
Granitebillings.com

FINALISTS

- 777 Fitness & Wellness, 777 15th St. W.
- Yellowstone Fitness, 1595 Grand Ave., Stev. 265

HAIR SALON

Ethos Salon
10 years in business
1603 Grand Ave., Ste. 115
(406) 601-9316
ethossalonmt.com

FINALISTS

- Alchemy Beauty Lounge, 1430 Country Manor Blvd., Ste. 6
- Plush Studios & Medical Aesthetics, 1423 38th St. W., Ste. 1

TANNING SALON

Tanz & Things
5 years in business
1844 Broadwater Ave., Ste. 2
(406) 655-4200
tanzandthings.com

What makes you stand out from the competition?

We try to take our time with everything we do and answer as many questions as you need, so you feel confident in your tanning journey.

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

Customers may not know that we are more than just a tanning salon. We offer a variety of salon services including hair, nails, esthetician services, and massage.

What makes your business a good place to work?

We are all very real and laid back. It feels like we work with family and have each other's back whenever something is going on in our lives. We work together at times to create spa packages for our customers and help lift each other up.

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

It is validating that all the hard work and effort we put in to creating an amazing experience from start to finish is paying off. We look forward to keeping it a great place and continuing to strive to be the Best of the Best.

What are you most proud of?

I'm most proud of staying in business for the past five years and growing as much as we have. Taking over in 2020 was a risk, and there were plenty of obstacles and challenges along the way. Now we are thriving with a fully staffed salon of great ladies. I'm proud to have created an environment where customers want to come and spend their spare time getting services done.

What's your secret to good customer service?

Communication: listening to and hearing what the customer is saying to ensure their needs are met.

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

We try to offer donations and sponsorships when we can and sometimes donate our time at local events or fundraisers.

Fun fact about your business?

*We have a salon dog/ greeter. Her name is Lexi, and she is a toy/mini-Australian Shepherd.

*In August 2025, we upgraded one of our beds to a new hybrid UV and red-light tanning bed.

*We have a boudoir photography studio in our space.

*Our spray tans are done by a person and can be customized however best fits your needs.

FINALISTS

- Knock Out Beauty, 926 Main St. Unit 24
- SunSplash Spectrum Wellness, 928 Broadwater Ave., Ste. 101

SEED OF LIFE

VOTED BILLINGS' BEST CANNABIS PROVIDER FOR SIX YEARS IN A ROW

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GLENDIVE, MT
1716 Crisafulli Dr.
406 - 377 - 2759

Miles City

MILES CITY, MT
3204 Comstock St.
406 - 234 - 4619

Fairview

FAIRVIEW, MT
13177 MT-200
406 - 742 - 5536

Havre

HAVRE, MT
2445 US-2
406 - 262 - 7389

Billings-Sugar

BILLINGS, MT
41 Sugar Ave
406 - 200 - 7258

Laurel

LAUREL, MT
917 W Main St.
406 - 812 - 1012

Great Falls

GREAT FALLS, MT
505 5th St. SW
406 - 315 - 1614

Billings-32nd

BILLINGS, MT
1415 S 32nd St. W
406 - 534 - 2960

Billings-Main st

BILLINGS, MT
2050 Main St
406 - 371 - 5043

Lockwood

BILLINGS, MT
1217 U.S. Hwy 87 E Suite A
406 - 272 - 8297

Billings-Stearns

BILLINGS, MT
5702 Stearns Cir
406 - 702 - 7655

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AUTOMOTIVE

Denny Menholt Chevrolet

38 years in business

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

We believe in doing everything we can to create a positive work environment for our employees. It's hard to have happy customers without happy employees, and we have had that philosophy for 38 years (since we started in Billings).

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

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

What can customers expect when they walk through your doors?

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

How do you build trust with customers?

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

FINALISTS

- MasterLube, various locations
- Vallie Automotive Center, 2071 Rosebud Dr.

FINANCE & PROFESSIONAL

Valley Credit Union

76 years in business

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

What makes you stand out from the competition?

At Valley, we live by the belief that finding a way to say "YES" makes all the difference. It's a value that guides everyone on our team, from leadership to front-line staff. Our employees work hard to go above and beyond, whether that means helping with a small loan

during a tough time or offering one-on-one financial guidance when it's needed most. That commitment to saying "YES" is at the heart of who we are and ensures our members always get the support and service they deserve.

What brings customers back to your business?

At Valley, our focus is on making banking simple and convenient for our members. From using our easy-to-navigate mobile app to stopping by one of our branches or ATMs, we want every interaction to feel seamless. Members know they can count on friendly staff, personalized solutions, and reliable tools that make managing money easier. That mix of service and convenience is what keeps our members coming back and trusting Valley as their credit union.

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

A lot of people don't realize how easy it is to become a member at Valley. If you live or work in one of 29 counties across Montana or in Park County, Wyoming, you're eligible to join and open an account. Once you qualify, your immediate family members can also become members no matter where they live. We're proud to make membership simple and accessible so more people can enjoy the benefits of being part of Valley Credit Union.

What makes your business a good place to work?

Valley Credit Union is more than a workplace; it's a place where employees feel part of a community. Many of our team members have been with us for decades, which speaks to the loyalty and sense of belonging that Valley inspires. What makes Valley a great place to work is the camaraderie among staff, the support for professional growth, and the balance we encourage between work and home life. We know our employees are our greatest strength, and we're committed to creating an environment where they can succeed both personally and professionally.

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

What we enjoy most about being part of this community is the opportunity to make a real difference in people's lives. The personal connections we form with our members help us understand their financial goals and how we can best support them. We take pride in giving back through local schools, community events, and programs that strengthen the places we all call home. For us, being here isn't just about providing financial services, it's about being good neighbors and working together to help our community thrive.

What can customers expect when they walk through your doors?

When customers (members) walk into Valley, they can expect more than just a quick hello. We work hard to create a welcoming environment where members feel at home and are often greeted by name. Our staff is focused on delivering service that's personal, efficient, and tailored to each member's needs. Whether it's a simple transaction or help with something more involved, we want every visit to be positive, stress-free, and a reminder that our members are valued and supported in reaching their goals.

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

Being voted Best of the Best for the second year in a row is an incredible honor and a true reflection of our team's hard work and our community's trust in us. It shows that our commitment to excellent service and community support is making a real difference. We're deeply grateful for the recognition and the continued confidence of our members and neighbors. This award inspires us to keep raising the bar and to stay focused on serving with care, integrity, and dedication every single day.

What are you most proud of?

We are most proud of the many members we've been able to help reach their financial goals. From buying a first home to starting a business or driving away in a dream car, these milestones are moments we're honored to be part of. We're also proud of the trust our members place in us and the strong relationships we've built throughout our community. Every time we support

someone through a challenge or celebrate a major life accomplishment, it reminds us why we do what we do. Those successes, big or small, are what inspire us and give us pride every single day.

What's your secret to good customer service?

Our secret to great member service is simple. We treat every person like a neighbor, not a number. We know that each member has their own financial goals, so we take the time to listen and understand their needs. Instead of pushing one-size-fits-all answers, we focus on creating solutions that work for them. By building genuine relationships and offering personalized care, we're able to provide the kind of service that truly makes a difference in our members' lives.

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

Valley is proud to give back in ways that truly make a difference. This past year, our 8th Annual Toys for Tots drive was our biggest yet, collecting over 1,000 toys for local children. We also introduced our Winter Wish Payoff program, surprising members by paying off loans to ease financial stress. Our 4th Annual Hive event gave high school students the chance to explore entrepreneurship, and we continued as the title sponsor of the Billings All High School Celebration Committee, marking five years of support with a $15,000 donation to provide seniors with a safe and memorable graduation night. On top of that, our employees dedicated 2,115 volunteer hours to causes throughout our communities. These efforts reflect our belief that giving back is at the heart of who we are as a credit union.

How do you build trust with clients?

We build trust with our members by being consistent, reliable, and transparent. Clear communication is at the heart of everything we do, so members always understand their options and feel confident in the choices they make. Our staff takes time to listen and create solutions that fit each person's unique needs rather than offering one-size-fits-all answers. We also stay active in the community to show that our commitment goes further than banking. By combining honesty, professionalism, and genuine care, we build lasting relationships where members know they are valued.

What makes your business popular?

Valley Credit Union is popular because we're able to help with just about every financial need our members have. From youth savings accounts to car loans, mortgages, and even business services, we're here to support people at every stage of life. What really sets us apart is that we combine those financial solutions with a personal touch and a strong commitment to our community. Members know they can count on us for reliable service, friendly guidance, and active involvement in making our neighborhoods stronger. That balance of personalized support and community focus is what makes Valley a trusted choice.

Fun fact about your business?

A fun fact about Valley Credit Union is that while we have 11 branch locations across Montana and northern Wyoming, our members also have access to more than 30,000 surcharge-free ATMs nationwide. That combination makes it easy to manage your money close to home and just as convenient when you're on the go or traveling.

FINALISTS

- Colleen Black and Company, 1925 Central Ave.
- Stockman Bank, various locations

HOME & COMMERCIAL SERVICES

Central Heating & Air Conditioning

81 years in business
1428 1/2 Grand Ave.
(406) 245-5424
centralheatingandairmt.com

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

Our business was actually started in 1945 as Central Sheet Metal.

What makes your business a good place to work?

Great coworkers!

What can customers expect when they walk through your doors?

Helpful, knowledgeable staff.

What are you most proud of?

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

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

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

How do you build trust with customers?

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

Fun fact about your business?

Our employees are rewarded with an annual snowmobile trip.

FINALISTS

- Berkshire Hathaway HomeServices Floberg Real Estate, 1550 Poly Dr.
- Beyond the Box, Inc Design, 724 First Ave. N.

MEDICAL

Intermountain Health St. Vincent Regional Hospital

127 years in business

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

What makes you stand out from the competition?

Serving the people of Montana, Wyoming, and the western Dakotas for more than 125 years, Intermountain Health St. Vincent Regional Hospital is located in Billings, Montana. In addition to 12 Intermountain primary care clinics in and around the Billings area, St. Vincent offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children - St. Vincent Children's. St. Vincent has more than 1,700 caregivers and over 500 physicians and advanced care professionals. This year, Intermountain Health began construction of the new St. Vincent Regional Hospital – a once-in-a-generation investment in the health of the Billings community and region. Set to be completed in 2029, the replacement hospital is designed to address the current needs of patients in the region, while accommodating both long-term population growth and future healthcare needs of the community. St. Vincent is part of the Intermountain Health system. Based in Utah, with hospitals and clinics in six states (Montana, Colorado, Idaho, Nevada, Utah, and Wyoming) and additional operations across the western U.S., Intermountain Health is a nonprofit healthcare system comprised of 33 hospitals, 385 clinics, medical groups with some 4,600 employed physicians and advanced practice providers. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs consistently. To learn more about St. Vincent, visit svh.org.

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

At St. Vincent Regional Hospital, we're happy to tell you about us: our compassionate caregivers, our clinical excellence, our award-winning care and our beautiful campus, soon to be brand new in 2029. But it's really all about you. Our patients and families are the center of everything 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 Regional Hospital the mission lives in our hearts and actions. No matter what part you play or which role you fill, you are improving the lives of the people and communities we serve, especially those who are poor and vulnerable. Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All our caregivers are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

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

St. Vincent Regional Hospital has served Montana and the Billings community for over 125 years, first opening in 1899. We've grown over the decades as medicine has advanced and the needs of our community have evolved, so that today we're not only a legacy, but an innovator paving the way for tomorrow. We love that we are part of a proud Billings past, and exciting future; all at once.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

with a focus on improving quality and creating more value for patients.

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

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

-Address the most critical needs of the communities we serve, especially of those who are poor and vulnerable.

-Support health equity.

-Address social determinants of health – conditions in which people live, learn, work and play – including economic stability, education, social and community environment, food security, housing, and transportation.

FINALISTS

- Billings OB-GYN Associates, 1611 Zimmerman Trail
- Brewer Dental Center, various locations

RESTAURANT

Bistro Enzo

26 years in business
1502 Rehberg Lane
(406) 651-0999
bistroenzo.com

What makes you stand out from the competition?

Bistro Enzo is a staple (for 26 years) in Billings, and we have menu items that are desirable to everyone. With fresh seafood, prime grade steaks, pastas, and a variety of small plates and fresh salads, we have something for any occasion.

What brings customers back to your business?

One of the best compliments we receive daily is how consistent Enzo is. From the food to the service, it is something we take a lot of pride in and focus all our attention on.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

I am most proud of the entire Enzo Team. Their collective passion for hospitality creates an environment where guests feel not just served but truly welcomed and cared for. From the extremely talented Kitchen Team to the top-notch service our front of the house gives, it creates the best combination and a great experience for our guests.

What's your secret to good customer service?

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

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

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

Fun fact about your business?

Bistro Enzo is celebrating its 26th year in business this year. When I purchased the restaurant over five years ago, we had 24 employees and now have close to 50. A lot of our team members have been with Bistro Enzo over 10 years, and a few over 20 years since day one of the restaurant opening. There is something comforting when you go into your favorite businesses and see the same familiar faces, who over the years become extended family to you and yours.

FINALISTS

- Carverss Brazilian Steakhouse, 1390 S 24th St. W.
- Ciao Mambo, 2301 Montana Ave.

RETAIL

Mattress King

39 years in business

1702 Grand Ave.
795 King Park Dr.
311 N. 7th Ave., Bozeman
(406) 585-5866
mattresskingmt.com

What makes you stand out from the competition?

At Mattress King, we don't just sell mattresses—we change lives through better sleep. Our non-commissioned sleep experts are passionate about helping every guest find the right solution for their health, comfort, and lifestyle. That commitment shines through in every interaction and is reflected in the thousands of five-star reviews we've earned from our community.

What brings customers back to your business?

Our guests come back because they know we genuinely put their needs first. With a non-commission team, our focus is on guiding—not pressuring—so every guest can confidently choose the mattress that's right for them. That trust, along with the great sleep they experience, is what keeps them returning year after year.

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

Something many guests don't realize is that Mattress King has been family-owned and locally operated right here in Billings since 1986. For nearly four decades, we've dedicated ourselves to helping our neighbors sleep better while also giving back to the community that's supported us. What started as a single store has grown into a trusted name across Montana and Wyoming—all while staying true to our roots as a family business.

What makes your business a good place to work?

At Mattress King, we believe the best way to change lives is to start with our own team. We've built a

culture of respect, support, and open communication, where every voice matters. By focusing on growth and continuous improvement, we make sure each team member feels valued, empowered, and proud to be part of something bigger—helping people in our community sleep and live better every day.

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

What we enjoy most about being in Billings is the chance to be part of such a caring and connected community. Even though it's the largest city in Montana, Billings still carries that small-town spirit—where neighbors support one another and local businesses come together to make a difference. We're proud to partner with local organizations and businesses to give back, and we feel truly fortunate to call this community home.

What can customers expect when they walk through your doors?

From the moment you walk in, you'll feel the difference. Our welcoming team is here to listen first and guide second—never pressure. Every guest is met by a knowledgeable, non-commissioned sleep expert who's focused on your comfort, your health, and your budget. With the help of our complimentary sleep scan, you'll discover the mattress that truly fits your needs, so you can leave with confidence knowing you've made the right choice.

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

Being voted Best of the Best is more than an award—it's a reflection of the trust our community has placed in us. In a city filled with incredible locally owned businesses, simply being nominated was an honor. To be chosen as the Best is both humbling and inspiring. This recognition motivates us to keep raising the bar, serving our guests with the same dedication, care, and excellence that earned us this title. It's a reminder that when we put people first, great things happen.

What are you most proud of?

We're most proud of the incredible team we've built. Every day, we see their passion for our mission—helping people live better through better sleep—come to life not only in the store, but in their own lives as well. Whether it's guiding guests to the rest they deserve, supporting one another, or carrying that same care into their families and communities, our team embodies what Mattress King stands for. Watching them grow, thrive, and make a difference is our greatest accomplishment.

What's your secret to good customer service?

Our secret starts with building a team rooted in integrity, empathy, and a genuine desire to serve. We know most people don't come mattress shopping just for fun—it usually means you're dealing with a problem like aches, poor sleep, or frustration. That's why our non-commissioned team is here to listen first, guide with care, and help you find the right solution without pressure. When you combine that with our commitment to excellence, exceptional customer service naturally follows.

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

Giving back is at the core of who we are. Each year, we're honored to partner with more than 100 local organizations and businesses, and that number continues to grow. One of our most meaningful traditions is our annual Blanket Drive, which helps keep families warm through the harsh winter months. We also proudly support United Way's Operation School Supply, ensuring local children have the tools they need to succeed in school. These are just a few of the many ways we reinvest in the communities that support us, because when our neighbors thrive, we all thrive.

How do you build trust with customers?

We build trust by putting our guests' well-being above everything else. Our mission is to help people achieve their best night's sleep, because we know how deeply quality rest impacts overall health and daily life. That's why our team is open, honest, and transparent throughout the process—never pushing, always guiding. With a non-commissioned staff that's trained in the science of sleep, our only focus is finding the right solution for each guest. This genuine commitment is what creates the trust that keeps people coming back.

What makes your business popular?

For nearly four decades, Mattress King has earned its reputation the best way possible—through the voices of satisfied guests. Word of mouth has built a name that stands for quality, honesty, and care, and that's something we're proud to uphold every day. When people walk through our doors, they immediately feel the difference: a non-commissioned team that's genuinely excited to help them sleep better. That passion and dedication to our guests' well-being is what makes Mattress King a trusted favorite in our community.

Fun fact about your business?

Our team brings over 200 years of combined experience helping guests get the sleep they deserve—and many of our team members have celebrated milestone anniversaries, from 10 years to 25 years with Mattress King. Another fun fact: every mattress we carry is proudly made in the USA. That combination of expertise, loyalty, and American-made quality is what makes the Mattress King difference.

FINALISTS

- King's Ace Hardware, various locations
- Shipton's Big R, various locations

Ciao Mambo®
READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER
Thank You for Voting Us
Best All Around Restaurant,
Best Italian Food and Best Wait Staff
Come On In, We're Ready to Serve You!!
BILLINGS
2301 Montana Avenue, Billings, MT 59101 • 406.325.5100

READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER

Thank You

For Voting Us Best Veterinary Service

8 YEARS IN A ROW!

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

Best Friends
Animal Hospital & Urgent Care Center

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

CULTURAL/ARTS CENTER

Alberta Bair Theater

90 years in business

2801 3rd Ave. N.
(406) 256-6052
albertabairtheater.org

What makes you stand out from the competition?

Alberta Bair Theater is the only professionally equipped proscenium performing arts venue in the region that presents touring Tony Award winning Broadway productions, Grammy Award winning musicians, and the best of theatre and dance, as well as a robust student matinee series.

What brings customers back to your business?

Patrons love the intimate setting of Alberta Bair Theater, our wide range of events, and outstanding customer service. ABT offers an experience of luxury in an attainable way. Patrons trust the integrity of the theater to present high-quality, engaging entertainment.

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

We have over 130 amazing volunteers that make up our volunteer corps. These are the people helping patrons by scanning tickets, providing concessions, ushering, and countless other acts of service. We wouldn't be able to do it without them!

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 support our community and further its artistic impact.

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

Billings, Yellowstone County, and the greater region are home to thousands of generous individuals, businesses, and organizations. ABT is honored to receive support and encouragement from many of those community members.

What can customers expect when they walk through your doors?

A world-class experience celebrating the world of the performing arts.

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

It validates the vision and hard work of the hundreds of people who make ABT such a welcoming and unique experience and who have elevated Alberta Bair Theater to its historic position as the Crown Jewel of Downtown Billings.

What are you most proud of?

The community that strongly supports the theater's mission of bringing the excitement of the performing arts to the Big Sky Country.

What's your secret to good customer service?

Focusing on inclusivity, attention to detail, and welcoming each patron with authentic kindness.

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

Access to the Arts gives tickets to local non-profits who work with vulnerable populations as a part of its Education and Community Outreach Program. Ten for Ten, a group ticketing program for educators and civic leaders, removes price as a barrier to select performances. Everyone should have access to the joy and inspiration of the performing arts.

How do you build trust with customers?

Alberta Bair Theater builds trust with its patrons through transparency, accountability, and inclusivity.

What makes your business popular?

The variety of events we bring in caters to all different groups of people. A patron can come to ABT to get a little piece of everything. The welcoming staff facilitates a feeling of comfort and a sense of belonging. People can experience the arts in an indulgent yet attainable way.

Fun fact about your business?

Alberta Bair Theater, in one iteration or another, has been an integral part of Billings' cultural scene for more than 90 years!

FINALISTS

- Art House, 109 N. 30th St.
- Pub Station, 2502 First Ave. N.

HOTEL

Hilton Garden Inn- Billings

17 years in business
2465 Grant Rd.
(406) 702-0100
billings.hgi.com

What makes you stand out from the competition?
It would have to be our food and beverage selections. We have in-house catering that is top notch with meals to please attendees that are holding meetings or events at the hotel. Our food and beverage staff will customize menus to the client's needs. We also have daily breakfast and dinner specials that are house made by our Executive Culinary team.

What brings customers back to your business?
It would be the customer service that they receive when staying with us or hosting events at the hotel. Our team strives to go above and beyond for our customers, making the hotel their home away from home.

What's something your customers may not know about your business?
We have a cook-to-order breakfast selection in the mornings along with dinner service in the evening that is open to the public. We showcase daily specials with a monthly specials menu that can be found online with some of the best flavors Billings has to offer.

What makes your business a good place to work?
The family environment that every employee is a part of. We are a tight knit work family who are always lifting each other up and celebrating each other's successes.

What do you enjoy most about having your business in this community?
The community support Billings offers every business and each other. It is very easy to find ways to help give back to the community and to help those in need.

What can customers expect when they walk through your doors?
They can expect a smiling face to welcome them, a clean room to sleep in, and a delicious meal to end or start their day.

What does it mean to be voted Best of the Best?
It means that the team here at the Hilton Garden Inn has continued to go above and beyond for those who stay with us and continue to give a service that stands out, and is remembered by our guests, which has helped our hotel to shine bright in our community.

What are you most proud of?
I am most proud of the team at the hotel and the longevity that we have with our staff members. We have some team members who have celebrated 5-year, 10-year & 15-year anniversaries this year and it is amazing watching them come to a place that they enjoy working at for so many years.

What's your secret to good customer service?
Good customer service starts within. It starts with how you treat each other at work and empowering your team to be able to go the extra mile for your customers.

What are some of the things you do to give back to the community?
We donate our old linen to organizations that can use it to help those in need. We work closely with Gratitude in Action, as they provide linens to the homeless and those who are getting back on their feet.

How do you build trust with hotel guests?
By offering services that they can rely on every time they use us for a nightly stay or to assist with a catered event. Our clients know that when they are in-house with us, it is our mission to ensure that all of their needs are met.

What makes your business popular?
We are a hidden gem in Billings when it comes to food, with our Executive Culinary team we have catering and dinner menu items that are sure to make people return! Make sure to check out our Facebook page for weekly updates on what we are serving in the Garden Grille.

FINALISTS

- C'mon Inn Hotel of Billings, 2020 Overland Ave.
- Northern Hotel, 19 N. Broadway

LOCALLY OWNED BUSINESS

Mattress King

39 years in business
1702 Grand Ave.
795 King Park Dr.
311 N. 7th Ave., Bozeman
(406) 585-5866
mattresskingmt.com

What makes you stand out from the competition?
At Mattress King, we don't just sell mattresses—we change lives through better sleep. Our non-commissioned sleep experts are passionate about helping every guest find the right solution for their health, comfort, and lifestyle. That commitment shines through in every interaction and is reflected in the thousands of five-star reviews we've earned from our community.

What brings customers back to your business?
Our guests come back because they know we genuinely put their needs first. With a non-commission team, our focus is on guiding—not pressuring—so every guest can confidently choose the mattress that's right for them. That trust, along with the great sleep they experience, is what keeps them returning year after year.

What's something your customers may not know about your business?
Something many guests don't realize is that Mattress King has been family-owned and locally operated right here in Billings since 1986. For nearly four decades, we've dedicated ourselves to helping our neighbors sleep better while also giving back to the community that's supported us. What started as a single store has grown into a trusted name across Montana and Wyoming—all while staying true to our roots as a family business.

What makes your business a good place to work?
At Mattress King, we believe the best way to change lives is to start with our own team. We've built a culture of respect, support, and open communication, where every voice matters. By focusing on growth and continuous improvement, we make sure each team member feels valued, empowered, and proud to be part of something bigger—helping people in our community sleep and live better every day.

What do you enjoy most about having your business in this community?
What we enjoy most about being in Billings is the chance to be part of such a caring and connected community.

Even though it's the largest city in Montana, Billings still carries that small-town spirit—where neighbors support one another and local businesses come together to make a difference. We're proud to partner with local organizations and businesses to give back, and we feel truly fortunate to call this community home.

What can customers expect when they walk through your doors?

From the moment you walk in, you'll feel the difference. Our welcoming team is here to listen first and guide second—never pressure. Every guest is met by a knowledgeable, non-commissioned sleep expert who's focused on your comfort, your health, and your budget. With the help of our complimentary sleep scan, you'll discover the mattress that truly fits your needs, so you can leave with confidence knowing you've made the right choice.

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

Being voted Best of the Best is more than an award—it's a reflection of the trust our community has placed in us. In a city filled with incredible locally owned businesses, simply being nominated was an honor. To be chosen as the Best is both humbling and inspiring. This recognition motivates us to keep raising the bar, serving our guests with the same dedication, care, and excellence that earned us this title. It's a reminder that when we put people first, great things happen.

What are you most proud of?

We're most proud of the incredible team we've built. Every day, we see their passion for our mission—helping people live better through better sleep—come to life not only in the store, but in their own lives as well. Whether it's guiding guests to the rest they deserve, supporting one another, or carrying that same care into their families and communities, our team embodies what Mattress King stands for. Watching them grow, thrive, and make a difference is our greatest accomplishment.

What's your secret to good customer service?

Our secret starts with building a team rooted in integrity, empathy, and a genuine desire to serve. We know most people don't come mattress shopping just for fun—it usually means you're dealing with a problem like aches, poor sleep, or frustration. That's why our non-commissioned team is here to listen first, guide with care, and help you find the right solution without pressure. When you combine that with our commitment to excellence, exceptional customer service naturally follows.

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

Giving back is at the core of who we are. Each year, we're honored to partner with more than 100 local organizations and businesses, and that number continues to grow. One of our most meaningful traditions is our annual Blanket Drive, which helps keep families warm through the harsh winter months. We also proudly support United Way's Operation School Supply, ensuring local children have the tools they need to succeed in school. These are just a few of the many ways we reinvest in the communities that support us, because when our neighbors thrive, we all thrive.

How do you build trust with customers?

We build trust by putting our guests' well-being above everything else. Our mission is to help people achieve their best night's sleep, because we know how deeply quality rest impacts overall health and daily life. That's why our team is open, honest, and transparent throughout the process—never pushing, always guiding. With a non-commissioned staff that's trained in the science of sleep, our only focus is finding the right solution for each guest. This genuine commitment is what creates the trust that keeps people coming back.

What makes your business popular?

For nearly four decades, Mattress King has earned its reputation the best way possible—through the voices of satisfied guests. Word of mouth has built a name that stands for quality, honesty, and care, and that's something we're proud to uphold every day. When people walk through our doors, they immediately feel the difference: a non-commissioned team that's genuinely excited to help them sleep better. That passion and dedication to our guests' well-being is what makes Mattress King a trusted favorite in our community.

Fun fact about your business?

Our team brings over 200 years of combined experience helping guests get the sleep they deserve—and many of our team members have celebrated milestone anniversaries, from 10 years to 25 years with Mattress King. Another fun fact: every mattress we carry is proudly made in the USA. That combination of expertise, loyalty, and American-made quality is what makes the Mattress King difference.

FINALISTS

- Central Heating & Air Conditioning, 1428 1/2 Grand Ave.
- King's Ace Hardware, various locations

MUSIC VENUE

St. John's United Summer Concert Series

62 years in business

3940 Rimrock Rd.
1920 Wyndstone Way
1636 Inverness Dr.
600 Roundhouse Dr., Laurel
(406) 655-5600
stjohnsunited.org

FINALISTS

- Alberta Bair Theater, 2801 3rd Ave. N.
- The Pub Station, 2502 1st Ave. N.

PLACE FOR A CHILD'S BIRTHDAY PARTY

D-BAT Billings

5 years in business

300 S. 24th St. W. A01
(406) 333-7993
dbatbillings.com

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

We still get a lot of questions asking if you have to be a member to use the facility. We are 100% open to the public! While we do have membership options to save money, anyone can come in and use the facility, member or not!

What makes your business a good place to work?

D-BAT is a great place to work as we have the best clients! Many of our

customers are people we see every week for their standing lessons or their nightly reps on the machines. We really get to know the families who spend time in the facility and they make our job enjoyable.

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

The people! The families and people we have met through D-BAT are the very best! While Billings is growing, there is still the small-town aspect of building those close relationships with our clients.

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

It means so much to us to be voted the best by our community! With so many great businesses in Billings, we definitely don't take it for granted. This award makes us want to continue to strive to be the best we can be for our community.

FINALISTS

- Lava Island, 5000 Southgate Dr.
- Pizza Ranch, 1327 Main St., Ste. 6

PLACE FOR FAMILY FUN

D-BAT Billings

5 years in business
300 S. 24th St. W. Unit A01
(406) 333-7993
dbatbillings.com

What are you most proud of?

We are most proud of the way we were able to come back after the accident at our facility a few years back. A truck drove through our facility causing extensive damage and we were closed almost 2 years before reopening. We always knew we wanted to reopen but it was a lot of hard work and resilience to rebuild.

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

Some things we do to give back to the community are; we offer ANY team to host free tryouts at our facility for their league. We run an annual "gear swap" event each spring where we collect used gear and the community can come find gear that they may need, it's all completely free and helps families who may not be able to afford new gear each season. We also gladly donate machine credits and lessons to various different fundraisers and organizations.

How do you build trust with clients?

We try to build trust with our clients through communication and consistency. We're human and we make mistakes! When that happens, we always do our best to make it right and communicate with our clients to make sure everyone is taken care of!

What makes your business popular?

I think our business is popular because we pride ourselves on being a place for EVERYONE. We don't run teams or support certain teams or schools over others. We truly are a facility for everyone, of every skill level. Our pitching machines are very popular because they are really fun! It's also great to be able to practice baseball in the winter in Montana.

Fun fact about your business?

D-BAT is a franchise based out of Texas, with now over 200 locations worldwide. We were the first to open in Montana in 2020. Recently, a location has opened in Missoula.

FINALISTS

- Billings Mustangs Game, 2611 9th Ave. N.
- Lava Island, 5000 Southgate Dr.

PLACE TO GET MARRIED

WillowBrooke Barn

5 years in business
414 S. 64th St., W.
(406) 670-4406
willowbrookebarn.com

FINALISTS

- Camelot Ranch, 8736 Camelot Ln.
- DanWalt Botanical Gardens, 720 Washington St.

THANK YOU BILLINGS

for voting HANSER'S

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the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER

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Towing & Roadside Assistance • Automotive Repair
Transmissions • Environmental Remediation • Quality Parts

PLACE TO WORK

Intermountain Health St. Vincent Regional Hospital

127 years in business
1233 N. 30th St.
(406) 237-7000
svh.org

What makes you stand out from the competition?

Serving the people of Montana, Wyoming, and the western Dakotas for more than 125 years, Intermountain Health St. Vincent Regional Hospital is located in Billings, Montana. In addition to 12 Intermountain primary care clinics in and around the Billings area, St. Vincent offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children - St. Vincent Children's. St. Vincent has more than 1,700 caregivers and over 500 physicians and advanced care professionals. This year, Intermountain Health began construction of the new St. Vincent Regional Hospital – a once-in-a-generation investment in the health of the Billings community and region. Set to be completed in 2029, the replacement hospital is designed to address the current needs of patients in the region, while accommodating both long-term population growth and future healthcare needs of the community. St. Vincent is part of the Intermountain Health system. Based in Utah, with hospitals and clinics in six states (Montana, Colorado, Idaho, Nevada, Utah, and Wyoming) and additional operations across the western U.S., Intermountain Health is a nonprofit healthcare system comprised of 33 hospitals, 385 clinics, medical groups with some 4,600 employed physicians and advanced practice providers. To help people live the healthiest lives possible, Intermountain is committed to improving community health and is widely recognized as a leader in transforming healthcare by using evidence-based best practices to deliver high-quality outcomes at sustainable costs consistently. To learn more about St. Vincent, visit svh.org.

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

At St. Vincent Regional Hospital, we're happy to tell you about us: our compassionate caregivers, our clinical excellence, our award-winning care and our beautiful campus, soon to be brand new in 2029. But it's really all about you. Our patients and families are the center of everything 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 Regional Hospital the mission lives in our hearts and actions. No matter what part you play or which role you fill, you are improving the lives of the people and communities we serve, especially those who are poor and vulnerable. Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All our caregivers are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

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

St. Vincent Regional Hospital has served Montana and the Billings community for over 125 years, first opening in 1899. We've grown over the decades as medicine has advanced and the needs of our community have evolved, so that today we're not only a legacy, but an innovator paving the way for tomorrow. We love that we are part of a proud Billings past, and exciting future; all at once.

What can customers expect when they walk through your doors?

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

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

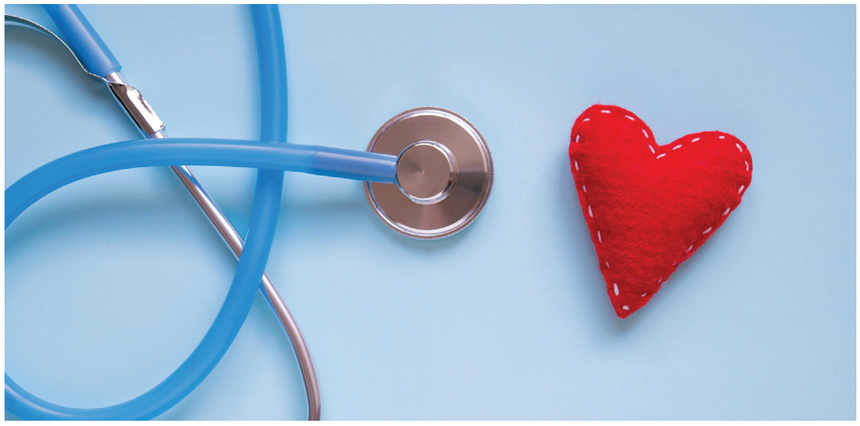
Our caregivers are the foundation of our ministry. We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Regional Hospital, so to be voted by them as the "Best Place to Work" in Billings (for six consecutive years), is an absolute honor. Our team lives out our mission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

What are you most proud of?

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

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

Inspired by our faith, St. Vincent Regional Hospital addresses the most



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

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MEMORY CARE | RESPITE CARE

2351 Solomon Avenue, Billings, MT 59102
406-652-4886 | westparksenior.com

MANAGED BY The Goodman Group

EQUAL HOUSING OPPORTUNITY

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

-Address the most critical needs of the communities we serve, especially of those who are poor and vulnerable.

-Support health equity.

-Address social determinants of health – conditions in which people live, learn, work and play – including economic stability, education, social and community environment, food security, housing, and transportation.

FINALISTS

- Berkshire Hathaway HomeServices Floberg Real Estate, 1550 Poly Dr.
- St John's United, 3940 Rimrock Rd.

RETIREMENT COMMUNITY

Westpark Village

39 years in business

2351 Solomon Ave.
(406) 652-4886
westparksenior.com

What makes you stand out from the competition?

At Westpark Village, every shift begins with heart. Our team doesn't just clock in - we daily recommit to our mission, values, and Platinum Service® Standards. Providing exceptional service isn't just a goal, it's our way of life. From the front desk to the dining room, every team member is personally invested in making each resident feel truly at home.

What brings customers back to your business?

It's simple: love, loyalty, and legacy. We've welcomed generations of families - residents whose parents once called Westpark Village home. Our staff stays for decades, and so do our residents. Why? Because here, people feel valued, respected, and genuinely cared for. That kind of connection is hard to find - and impossible to forget.

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

We're basically the Hall of Fame of longevity!

*One resident has lived here for 22 years

*Our Business Office Director: 26 years

*Life Enrichment Director: 14 years

*Director of Nursing: 28 years

*Maintenance Team Member: 21 years

*Care Giver: 12 years

*Receptionists: 28 years

This isn't just a workplace—it's our Westpark Family.

What makes your business a good place to work?

Leadership that lifts you up. From the Goodman Group to our Truly Fabulous Executive Director Megan Brinton, we're surrounded by people who lead with compassion and clarity. Our Platinum Service® Program encourages daily appreciation - handwritten notes, sweet treats, and monthly celebrations. It's not just a job; it's a joy.

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

As Sales and Marketing Director, I get to share our beautiful home and heartfelt service with the Billings community. It's an honor to welcome new residents and families into a place that's truly special. We're not just part of the community - we're a reflection of its warmth.

What can customers expect when they walk through your doors?

A warm hello. A genuine smile. A sense of belonging. And yes - it's absolutely beautiful. You'll know you've arrived somewhere special that cares deeply.

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

It means everything. Being recognized as Billings' Best Independent/Assisted Living Community is a testament to the love, dedication, and excellence that defines Westpark Village. We're honored - and humbled.

What are you most proud of?

Our incredible staff and the Platinum Service® they deliver every single day. They're the heartbeat of our community.

What's your secret to good customer service?

It's not a secret - it's our Platinum Service® Model. Every morning, we gather to reflect on our purpose: serving residents with kindness, grace, and dignity. We celebrate each other, lift each other up, and never hesitate to lend a hand. It's real, it's consistent, and it's powerful.

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

We love a good fundraiser with flair!

*Purse, Scarf & Jewelry Sale: $2 treasures raised $7,000 for the Westend Rotary

*Annual Plant Sale: Partnered with Special K Ranch to support Riverstone Homeless Healthcare

*Royal Tea Party: Sold out event raised $2,000 for Eagle Mount

We believe in giving with heart - and having fun while doing it.

How do you build trust with patients?

We keep our promises. We own our mistakes. We treat everyone - staff, residents, families—with kindness and respect. We're open, honest, and always striving to grow. Trust isn't just earned here - it's nurtured.

What makes your business popular?

Happy residents. Exceptional service. Supportive leadership. Devoted staff. That's the magic formula.

Fun fact about your business?

*We had baby bunnies here for Easter!

*We were able to bring a horse to WPV so that one of our residents who used to ride could get back in the saddle - a dream of his for years.

*Our Wednesdays are "Wonderful Wednesdays" - we celebrate Wonderfulness!

*On occasion one of our front desk team members has been known to sing our morning announcements - in perfect tune!

*Our Executive Director is the first to jump and be a part of our teams' shenanigans and the first to step into ANY role in our community that needs help. Of course, all while rocking a Fabulous Pair of Red High -Top Converse!

Want to come check us out? Join us for our Open House on Saturday, October 25th from 9am - 4pm. ALL are Welcome!

FINALISTS

- St John's United, 3940 Rimrock Rd.
- Primrose Retirement Community of Billings, 3140 Sweet Water Dr.

ALL AROUND RESTAURANT

Ciao Mambo

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

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

Being a part of the downtown atmosphere is special. Billings has created a communal space that is inviting and hip, while keeping the historic aspects alive and relevant. Downtown is a walking hub of wonderful restaurants, breweries, shops, and activities that attract not only Billings natives but people from all over the states. It's the perfect blend. Billings has really brought to light how grateful we are for the community. It's the friendly faces who we continue to welcome, the honest friendships we continue to make, and the joy that comes from opening our doors and being thankful for these 15 years with you. We would not be here without you!

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Pharm406 – Dr. Kyle Austin, PharmD 1410 38th St. W • 406-717-6100 • Pharm406.com

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

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

What are you most proud of?

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

Fun fact about your business?

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

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

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

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

FINALISTS

- The Marble Table, 2525 Montana Ave.
- The Vig | Alehouse & Casino, 501 Hilltop Rd.

BAKERY

Nothing Bundt Cakes

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

I think that most guests are surprised to learn that our cakes are baked fresh daily in the store.

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

The Billings community has welcomed us with kindness and generosity. We truly love interacting with our guests and hearing their stories of celebration and how excited they are that we are here.

What can customers expect when they walk through your doors?

Our guests can always expect a warm welcome and a friendly face. No matter the occasion, we have something for everyone, and we are here to help!

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

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

What are you most proud of?

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

What's your secret to good customer service?

Genuine connections and having a servant's heart.

FINALISTS

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

BARBEQUE

Blues BBQ

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

What makes you stand out from the competition?

At Blue's our portions are hardy and delicious, our service is fast, we value our customers, and we have reasonable prices.

What brings customers back to your business?

Whether our customers are enjoying lunch with a friend, picking up a quick hearty dinner for their family, feeding a bunch of young athletes for a team dinner, celebrating a milestone, or feeding their team at the office, they know that Blue's BBQ will always be there. It doesn't matter the occasion; big or small. Delicious, consistent food served with a smile never goes out of style.

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CARPET & UPHOLSTERY CLEANING

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Bricesmasterclean.com
READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER

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

Customers may not know that we can supply food in large quantities. Whether they are feeding people at the office, a work crew, friends or family, we have them covered.

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

From the first day we opened our doors the heights community has been so supportive. They have remembered us for lunches, dinners, team dinners, company meals, weddings, baby showers, birthday parties, and everything in between. We are so grateful to be a part of such a wonderful community.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

We are most proud of our employees. Recently one of our customers commended our team and remarked that everyone worked together well to get the job done. She wasn't just observing something that happened on a rare occasion. Our employees are hardworking, dedicated individuals who go above and beyond to ensure all our customers have a positive experience at Blue's.

What's your secret to good customer service?

To us our customers are not just a number at a table, they are people who we value and appreciate. We are here to serve our customers, and we are only here because of them.

FINALISTS

- CJ's Bar & Grill, 2455 Central Ave.
- Dickey's Barbecue Pit, various locations

BREAKFAST

Stella's Kitchen & Bakery
45 years in business
Clocktower Inn
2525 1st Ave. N.
(406) 248-3060
stellaskitchenandbakery.com

FINALISTS

- Montana Jacks', 520 Hansen Ln.
- Sophie's Kitchen, 149 Shiloh Rd., St. 3

CATERER

Tiny's Tavern
41 years in business
323 N. 24th St.
(406) 259-0828
tinystavern.com

FINALISTS

- Blues BBQ, 523 Hilltop Rd.
- The High Horse Saloon & Eatery, 3953 Montana Ave.

CHEESEBURGER/ HAMBURGER

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 WINNER

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

We have been in business for 41 years and I still think people do not know that we mix, hand roll, and bake our buns every day!

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

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

What can customers expect when they walk through your doors?

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

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

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

What's your secret to good customer service?

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

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

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

What makes your business popular?

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

FINALISTS

- MOOYAH Burgers, Fries & Shakes, 2695 King Ave. W., Ste. D
- The Burger Dive, 114 N. 27th St.

CHINESE FOOD

Grand Garden | Chinese Cuisine

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

FINALISTS

- Chau Kitchen, 225 E Airport Rd
- Shanghai Village Downtown, 2926 2nd Ave. N.

COFFEE SHOP

Classy N Sassy

12 years in business
1508 Main St.
1313 Broadwater Ave.
1221 6th Ave. N.
2816 Old Hardin Rd.
1410 38th St. W., Unit B
(406) 370-1752
classynsassycoffee.com

What makes you stand out from the competition?

At Classy & Sassy, we believe coffee is more than just a drink—it's an experience, a connection, and a small act of love we get to share with our community every single day. What sets us apart isn't just our menu (though we're pretty proud of that too). It's the way we treat every person who walks through our doors. Whether you're ordering your usual or trying something new from our seasonal lineup, our goal is to make you feel seen, valued, and a little bit brighter than when you arrived. From the first pour to the final swirl of soft top, our drinks are made with intention—and with you in mind. We customize every cup, greet every guest with a smile, and strive to create a space where kindness, creativity, and community always come first. We're not just building a coffee shop—we're building relationships. And that's what makes us proud to be your neighborhood favorite. Thank you, Billings, for trusting us with your mornings, your moments, and your mugs.

What brings customers back to your business?

Our customers come back because they feel like family here. Every drink we make is handcrafted with care—but it's the connection that keeps people returning. Whether it's your first visit or your fiftieth, you're greeted with a smile, remembered by name, and served something made just for you. That level of personal attention isn't just part of our service—it is our brand. At Classy & Sassy, we're not just in the coffee business—we're in the people business. We're here to brighten mornings, celebrate wins, lift bad days, and create a space where everyone feels known and appreciated. Our team takes pride in making sure every customer leaves feeling better than when they walked in. That's our secret recipe, and it's better than any syrup we could ever add. What also sets us apart is our menu. We offer the most diverse drink selection in Billings with creative combinations you won't find anywhere else. From our rotating seasonal features to our everyday favorites, our lineup includes energy drinks, coffee, refreshers, teas, and alternative drinks—all fully customizable. We also offer the largest sugar-free flavor selection in town, making sure everyone can find a drink that fits their taste and lifestyle. It's not just about what's in the cup, it's about the joy we pour into it, one drink, one smile, and one moment of connection at a time.

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

Our customers keep coming back because we put them first—always. At Classy & Sassy, every visit is more than just grabbing coffee; it's about connection, comfort, and community. Whether someone is a daily regular or walking in for the first time, they're greeted with a warm smile, a handcrafted drink, and a sincere sense of belonging. One of the things that truly sets us apart is our menu. We offer the most diverse drink selection in Billings, with unique combinations you won't find anywhere else. From premium espresso drinks to blended energy options, refreshers, teas, and seasonal specials, we cater to every taste and lifestyle. We're also proud to provide the largest sugar-free flavor selection in town, ensuring everyone can find a drink they love without compromise. Each beverage is made fresh from the bottom up with care and intention. At the heart of our business is a commitment to making people feel better than when they walked in. That focus on personalized service and creative, high-quality drinks is what keeps our community coming back, cup after cup.

Best Place to Work
Six Years in a Row » 2020-2025
Best Customer Service
Medical

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

READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 WINNER

Intermountain Health

St. Vincent Regional Hospital

What makes your business a good place to work?

Classy & Sassy isn't just a great place to grab coffee. It is also an incredible place to work. We are proud to offer real opportunities for growth with clear paths for advancement and hands-on training that empowers our team members to build meaningful careers. Many of our managers and leaders started as baristas and earned their way up through hard work and dedication. Our team enjoys flexible schedules, fun incentives, and a work environment that values creativity and collaboration. We also provide benefits that support work-life balance and encourage personal development. From team-building events to regular recognition, we create a culture where employees feel appreciated, supported, and excited to come to work. At Classy & Sassy, we are more than just coworkers. We are a family that serves the community with heart and hustle.

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

What we love most about having our business in this community is the people, both the regulars who feel like family and the new faces we get to meet every day. There's something incredibly special about building relationships through a daily cup of coffee. Whether it's a quick stop before work or a weekend ritual, we're honored to be part of our customers' routines and lives. Billings and the surrounding areas are truly unique. The community is close-knit, and one of the things that stands out most is the way people show up for one another. With more nonprofits per capita than anywhere else, helping others isn't just something we do, it's who we are. Add in the fun, competitive energy of our sports culture, and it's clear this is a place where pride, heart, and hustle run deep. Where else would you want to own a business? We're proud to be part of this incredible place. From the shared values to the warm connections, this community is the reason we get to do what we love every single day.

What can customers expect when they walk through your doors?

When customers walk through our doors or pull up to one of our kiosks, they can expect more than just a cup of coffee. They are welcomed with a

genuine smile, treated like family, and served with care from the first hello to the last sip. Every drink is handcrafted with precision, made exactly how they like it, and always features fresh ingredients and unforgettable flavors. At Classy & Sassy, we pride ourselves on having the most diverse menu in town. We offer unique drink creations, the largest flavoring selection around, and an unbeatable lineup of sugar-free options. Whether you are a coffee purist or love trying something bold and different, there is truly something for everyone. But it is not just about what is in the cup. It is about how we make people feel. We take time to learn your name, remember your favorite drink, and brighten your day in any way we can. Whether you are celebrating a win, getting through a rough day, or just grabbing your morning boost, we are here to be your bright spot. Classy & Sassy is deeply rooted in this community. We love the regulars we see every day and the new faces we get to meet. There is something incredibly special about the Billings area and the surrounding communities. The close-knit feel, the passion for supporting local, and the way neighbors step up to help one another make it a perfect place to do business. With the highest number of nonprofits per capita in the country and a fun, competitive spirit in our local sports scene, Billings is full of heart. We are more than a coffee shop. We are a team committed to connection, kindness, and creating something special for every person who visits.

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

It means everything. Being named Best of the Best by our community for two years in a row is more than just a title—it's a reflection of the love, trust, and loyalty our customers show us every single day. It means we're doing what we set out to do: create something special in every cup, every conversation, and every connection. This recognition isn't about being the biggest or flashiest. It's about being consistent, kind, and committed to showing up for our customers the way they show up for us. It means the early mornings, the late nights, the extra drizzle, and the handwritten notes don't go unnoticed.

We're honored. We're humbled. And we're inspired to keep raising the bar for service, creativity, and community connection. Thank you for voting for us—not once, but twice. We promise to keep pouring our hearts into every drink and every moment.

From the bottom of our hearts (and our cups), thank you.

What are you most proud of?

We are most proud of being a family-owned and veteran-owned business that has grown into something much more than a coffee shop. For many of our team members, this is their first job, and we take great pride in helping them build a foundation they can grow from. It's not just about pouring drinks. It's about building confidence, leadership, and purpose. Watching employees grow into long-term careers and discovering their full potential within our company is one of the greatest joys we experience.

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Billings - 2264 Central Avenue
Billings - 1540 13th Street West
Columbus - 537 Clough Ave S.
Billings - 4170 State Avenue
Laurel - 415 4th S.E.
Lockwood - 678 Johnson Lane
Sidney - 500 N Central Ave

This business was built on family values, service, and community, and that continues to guide everything we do.

What's your secret to good customer service?

Our secret to great customer service is simple: we genuinely care. We don't take it lightly when someone chooses to spend their hard-earned money with us. Every drink we make is more than just a transaction—it's a moment to make someone's day a little better. From remembering names and favorite orders to checking in on how someone's doing, our team shows up with heart. That kind of sincere connection and appreciation is what sets us apart and keeps our customers coming back.

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

At Classy & Sassy, giving back isn't a side project—it's a core part of who we are. From purchasing 4-H animals at local fairs to buying an entire pallet of Girl Scout cookies to support young entrepreneurs, we believe in showing up for our community in big and small ways. We regularly donate gift cards and products to local school events, fundraisers, and benefit auctions, and we proudly give cash donations to causes that matter to our team and customers. Whether it's a neighborhood sports team or a family in need, we're always looking for ways to pour into the community that continues to pour into us.

How do you build trust with customers?

We build trust by taking every customer's experience seriously, especially when things don't go perfectly. If a guest brings us a legitimate concern, we don't brush it off. We listen, learn, and take action. That might mean remaking a drink, retraining a team member, or reviewing how we can improve moving forward. Our staff is continuously taught that earning trust is an everyday effort. We value the fact that our customers spend their hard-earned money with us, and we work hard to make sure they feel respected, appreciated, and heard every time they come through.

What makes your business popular?

Our popularity comes from more than just great drinks; it's the full experience. From the moment someone pulls up to the kiosk or walks through the door, they're met with real energy, real connection, and something crafted just for them. We're known for having the most diverse drink menu in town, offering the largest variety of flavor combinations, seasonal specials, and the biggest selection of sugar-free options anywhere in the area. But beyond the drinks, it's the way we treat people that stands out. We remember your name, your order, your story—and we make sure every visit feels like coming home. That consistent, genuine service is what keeps people coming back and spreading the word.

Fun fact about your business?

One of our favorite things about running Classy & Sassy is that it's truly a family affair. Our daughters work alongside us in the shop when they're not out on the field or court playing sports. It's a special kind of joy watching them learn the ropes, serve our customers with a smile, and take pride in what we've built together. It's more than just a business.... it's a legacy in the making.

FINALISTS

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

DOUGHNUTS

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

FINALISTS

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

FRESH MEAT/SEAFOOD (GROCER)

Meat Palace
53 years in business
821 16th St. W.
(406) 252-9515
meat-palace.com

FINALISTS

- Ranch House Meat Co, 2032 Old Hardin Rd.
- Seafoods of the World, 5800 Interstate Ave.

FRIED CHICKEN

Pizza Ranch
21 years in business
2505 King Ave. W.
1327 Main St., Ste. 6
(406) 294-3663
pizzaranch.com

FINALISTS

- Albertsons, various locations
- Tiny's Tavern, 323 N. 24th St.

ICE CREAM

Big Dipper Ice Cream
30 years in business
100 N. Broadway
(406) 534-2350
bigdippericecream.com

FINALISTS

- Softees, 2407 Broadwater Ave.
- Wilcoxson's Ice Cream Co., 114 N. 19th St.

INTERNATIONAL FOOD

Carverss Brazilian Steakhouse
3 years in business
1390 S. 24th St. W.
(406) 200-7910
carverss.com

What makes you stand out from the competition?

At Carverss, our authentic family-owned Brazilian steakhouse experience sets us apart. Guests enjoy unlimited rodízio-style meats carved tableside by our expert gauchos, alongside a rich, award-winning salad bar and buffet—it's more than a meal—it's an immersive culinary journey.

What brings customers back to your business?

Our loyal guests come back for —and rave about—our attentive service, abundant variety, and consistently top-tier quality. Reviewers say "The food is 10/10 amazing. You get all the bang for your buck with the full experience!"

www.ClassyNSassyCoffee.com

We Appreciate YOUR Business & Support

READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER

Best Coffee Shop

At Classy N Sassy, your support and business means the world to us. As a locally and veteran-owned establishment with five locations in Billings, Montana, our mission extends beyond serving coffee—we're here to support our community in every way we can. A heartfelt thank you for voting us the best coffee shop! We are honored by your recognition and remain committed to being a place where everyone feels at home.

Any Location
offer expires 11/20/25
$1.00

To Us... You Are More Than Just A Drink

1313 Broadwater Ave | 1508 Main St | 2816 Old Hardin Rd | 1221 6th Ave North | 1410 38th St W

THANK YOU

From the entire Dennison and Classy & Sassy Family for 12 years of support!

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

Though most know us for the meats, they may not realize we offer 100% gluten-free grilled items, 95% gluten free salad bar and buffet and 100% MSG-free and peanut-free environment, catering thoughtfully to dietary sensitivities.

What makes your business a good place to work?

Carverss was built on a foundation of incredible family dedication—siblings, spouses, and cousins from Brazil who joined with friends and family members from Montana to pursue their dream together. This shared devotion and passion make for a caring and supportive workplace.

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

We love being part of Billings and bringing a taste of Brazil to our beloved Montana. Our restaurant offers community members a unique, vibrant dining destination right here at home.

What can customers expect when they walk through your doors?

Expect a warm family-style welcome, a feast of carved meats, an expansive salad bar, buffet of sides, handcrafted cocktails, and mouthwatering homemade desserts. It's a full-sensory dining journey.

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

Being named Best of the Best means our community recognizes us as having the highest standards—from food quality and service to experience and ambiance. It's a testament to our team's dedication to "WOW" every guest.

What are you most proud of?

We're proud of building a thriving, family-run Brazilian steakhouse that's become a beloved local treasure, delivering both emotional heritage and exceptional culinary experiences.

What's your secret to good customer service?

Our secret is simple: treat every guest like family. We listen, we anticipate needs, and we go above and beyond to make each visit special. Our staff is trained not just to serve, but to connect.

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

Carverss is proud to support local charities, community fundraisers, and first-responder appreciation events. From hosting special promotions that benefit causes to donating meals, we believe giving back is part of our responsibility as a local business.

How do you build trust with customers?

We build trust through consistency, transparency, and authenticity. From sourcing high-quality ingredients to keeping our promises of service and hospitality, our guests know they can count on us every visit.

What makes your business popular?

Carverss is popular because we offer something rare—a full Brazilian rodízio experience in Montana. The combination of endless perfectly grilled meats, vibrant sides, and a lively, family-friendly atmosphere keeps guests coming back and recommending us.

Fun fact about your business?

Carverss started as a dream shared by family members who left successful careers abroad to bring a piece of Brazil to Montana. Today, that dream thrives as one of the region's most beloved dining destinations.

FINALISTS

- Athenian, 18 N. 29th St.
- Spitz Mediterranean Street Food, 313 N. Broadway

ITALIAN FOOD

Ciao Mambo

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

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

Being a part of the downtown atmosphere is special. Billings has created a communal space that is inviting and hip, while keeping the historic aspects alive and relevant. Downtown is a walking hub of wonderful restaurants, breweries, shops, and activities that attract not only Billings natives but people from all over the states. It's the perfect blend. Billings has really brought to light how grateful we are for the community. It's the friendly faces who we continue to welcome, the honest friendships we continue to make, and the joy that comes from opening our doors and being thankful for these 15 years with you. We would not be here without you!

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

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

What are you most proud of?

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

Fun fact about your business?

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

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

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

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

FINALISTS

- Bistro Enzo, 1502 Rehberg Lane
- Olive Garden, 2201 Grant Rd.

LOCAL BREWERY/ DISTILLERY

1889 Brewing Company

1 year in business
204 N. 13th St.
(406) 534-1575

FINALISTS

- Canyon Creek Brewing, 3060 Gabel Rd.
- Meadowlark Brewing, 3970 Pierce Pkwy.

MEXICAN FOOD

Guadalajara

30 years in business
1911 King Ave. W, Ste. 6
1403 Main St.
335 1st St., Havre
(406) 652-5156
guadalajararestaurantmt.com

What makes you stand out from the competition?

We are traditional, trendy, and cater to our 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 in-state fresh ingredients to share with our amazing locals and visitors.

What brings customers back to your business?

The quality of our ingredients and trying to be as consistent as possible. We use Montana beef for all our beef recipes. We are lucky to live in a region with some of the best beef in the world. In our opinion, that elevates our dishes.

Then, when mixed with our spices from Mexico, it makes it that much better.

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

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

What makes your business a good place to work?

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

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

They have supported and helped us evolve for over 25-plus years. We couldn't do it without them, and our neighbors are our biggest motivation!

What can customers expect when they walk through your doors?

A hardworking, friendly face from their community.

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

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

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

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

How do you build trust with customers?

Like every business, we have times when something goes wrong, and it is especially important to not just listen, but try to resolve it by listening. We then take the initiative to improve and fix the issue to the best of our ability.

What makes your business popular?

We have been here for so long; enjoying and evolving WITH our community.

Fun fact about your business?

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

FINALISTS

- Camacho's Taco, 2240 Grand Ave.
- Santera, 1417 38th St. W.

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(406) 888-2222 | mtlawgroup.com

PIZZA

Carbone's Pizzeria & Pub

13 years in business
3925 Grand Ave.
(406) 281-8431
carbones406.pizza

What makes you stand out from the competition?
Our fresh ingredients. You know when you are eating fresh foods because the flavors are vibrant and distinct in each and every bite.

What brings customers back to your business?
Our predictability in delivering a great pizza and meal to our customers.

What's something your customers may not know about your business?
Our customers know everything about our business since they have been with us since the start.

What makes your business a good place to work?
Treating each customer like you would your family.

What do you enjoy most about having your business in this community?
We love our customers, and we love to serve the community because being together is what life is all about.

What can customers expect when they walk through your doors?
A great time with familiar faces and a consistently delicious meal.

What does it mean to be voted Best of the Best?
It tells us we are doing the right things for and by our customers. It also tells us all the hard work we put into serving our customers pays off each and every day

What are you most proud of?
Our staff. We think we have the best people in back so we can serve the best people out front.

What's your secret to good customer service?
Treating each customer like you would your family. Personal service with a smile. Our motto is "We appreciate You!"

What are some of the things you do to give back to the community?
We sponsor a lot of child-related programs to help support the future of our community.

What makes your business popular?

We call it the three 'P's'- the Pizza, the People and the Place!

FINALISTS

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

PLACE FOR A ROMANTIC DINNER

Bistro Enzo

26 years in business
1502 Rehberg Lane
(406) 651-0999
bistroenzo.com

What makes you stand out from the competition?
Bistro Enzo is a staple (for 26 years) in Billings, and we have menu items that are desirable to everyone. With fresh seafood, prime grade steaks, pastas, and a variety of small plates and fresh salads, we have something for any occasion.

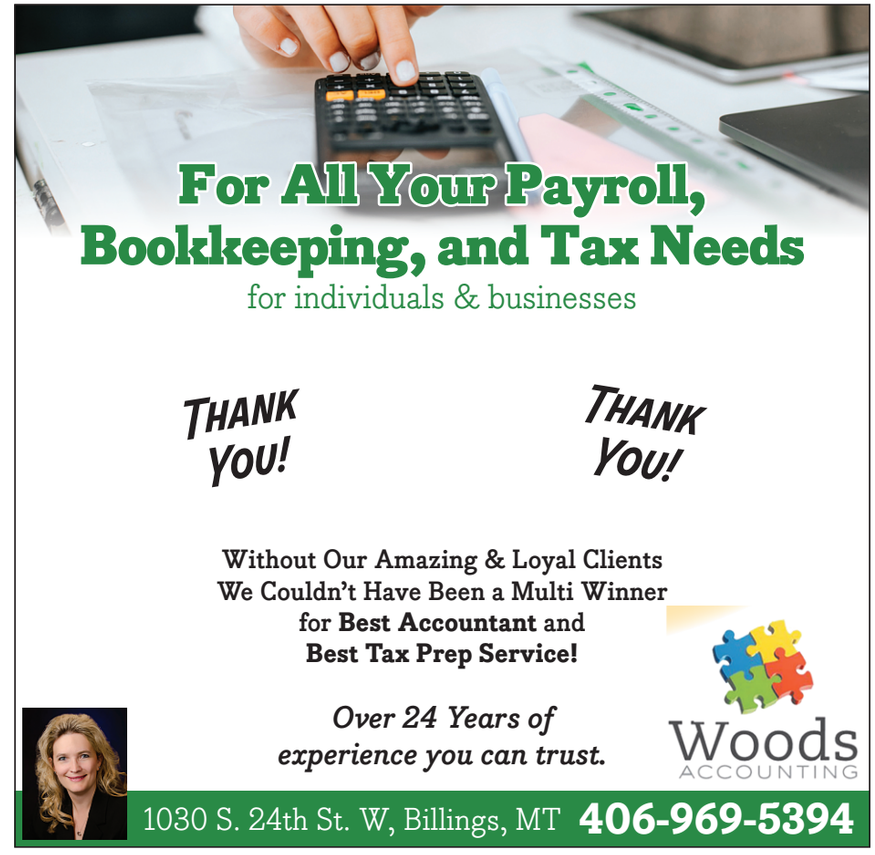
What brings customers back to your business?
One of the best compliments we receive daily is how consistent Enzo is. From the food to the service, it is something we take a lot of pride in and focus all our attention on.

What can customers expect when they walk through your doors?
The first thing you see is our beautifully designed open kitchen, stunning custom artwork by Kira Fercho, and you will be greeted by our gracious team. When you see the fire from the wood-fired oven and smell the amazing food right when you walk in, you know it's going to be a good evening.

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

What are you most proud of?
I am most proud of the entire Enzo Team. Their collective passion for hospitality creates an environment where guests feel not just served but truly welcomed and cared for. From the extremely talented Kitchen Team to the top-notch service our front of the house gives, it creates the best combination and a great experience for our guests.

What's your secret to good customer service?
We are all about hospitality. How you make someone feel is what hospitality is all about. One of my favorite quotes from Restaurateur Danny Meyer, "Business, like life, is all about how



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

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

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

Fun fact about your business?

Bistro Enzo is celebrating its 26th year in business this year. When I purchased the restaurant over five years ago, we had 24 employees and now have close to 50. A lot of our team members have been with Bistro Enzo over 10 years, and a few over 20 years since day one of the restaurant opening. There is something comforting when you go into your favorite businesses and see the same familiar faces, who over the years become extended family to you and yours.

FINALISTS

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

PLACE FOR LUNCH

The Burger Dive

14 years in business
114 N. 27th St.
1603 Grand Ave., Ste. 145
(406) 281-8292
theburgerdive.com

FINALISTS

- Rockets Gourmet Wraps and Sodas, 2809 First Ave. N.
- Spitz Mediterranean Street Food, 313 N. Broadway

RIBS

Blues BBQ

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

What makes you stand out from the competition?

At Blue's our portions are hardy and delicious, our service is fast, we value our customers, and we have reasonable prices.

What brings customers back to your business?

Whether our customers are enjoying lunch with a friend, picking up a quick hearty dinner for their family, feeding a bunch of young athletes for a team dinner, celebrating a milestone, or feeding their team at the office, they know that Blue's BBQ will always be there. It doesn't matter the occasion; big or small. Delicious, consistent food served with a smile never goes out of style.

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

Customers may not know that we can supply food in large quantities. Whether they are feeding people at the office, a work crew, friends or family, we have them covered.

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

From the first day we opened our doors the heights community has been so supportive. They have remembered us for lunches, dinners, team dinners, company meals, weddings, baby showers, birthday parties, and everything in between. We are so grateful to be a part of such a wonderful community.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

We are most proud of our employees. Recently one of our customers commended our team and remarked that everyone worked together well to get the job done. She wasn't just observing something that happened on a rare occasion. Our employees are hardworking, dedicated individuals who go above and beyond to ensure all our customers have a positive experience at Blue's.

What's your secret to good customer service?

To us our customers are not just a number at a table, they are people who we value and appreciate. We are here to serve our customers, and we are only here because of them.

FINALISTS

- Carverss Brazilian Steakhouse, 1390 S. 24th St. W.
- CJ's Bar & Grill, 2455 Central Ave.

SEAFOOD

Bistro Enzo

26 years in business
1502 Rehberg Lane
(406) 651-0999
bistroenzo.com

What makes you stand out from the competition?

Bistro Enzo is a staple (for 26 years) in Billings, and we have menu items that are desirable to everyone. With fresh seafood, prime grade steaks, pastas, and a variety of small plates and fresh salads, we have something for any occasion.

What brings customers back to your business?

One of the best compliments we receive daily is how consistent Enzo is. From the food to the service, it is something we take a lot of pride in and focus all our attention on.

What can customers expect when they walk through your doors?

The first thing you see is our beautifully designed open kitchen,

stunning custom artwork by Kira Fercho, and you will be greeted by our gracious team. When you see the fire from the wood-fired oven and smell the amazing food right when you walk in, you know it's going to be a good evening.

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

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

What are you most proud of?

I am most proud of the entire Enzo Team. Their collective passion for hospitality creates an environment where guests feel not just served but truly welcomed and cared for. From the extremely talented Kitchen Team to the top-notch service our front of the house gives, it creates the best combination and a great experience for our guests.

What's your secret to good customer service?

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

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

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

Fun fact about your business?

Bistro Enzo is celebrating its 26th year in business this year. When I purchased the restaurant over five years ago, we had 24 employees and now have close to 50. A lot of our team members have been with Bistro Enzo over 10 years, and a few over 20 years since day one of the restaurant opening. There is something comforting when you go into your favorite businesses and see the same familiar faces, who over the years become extended family to you and yours.

FINALISTS

- Jake's Downtown, 2701 First Ave. N.
- NaRa Restaurant, 3 Custer Ave.

STEAK

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

FINALISTS

- Jake's Downtown, 2701 First Ave. N.
- Texas Roadhouse, 1824 King Ave. W.

SUB SANDWICH

Jersey Mike's Subs
6 years in business
1020 Shiloh Crossing Blvd., Ste. 2
315 Main St., Ste. 200
1640 Grand Ave., Ste. A
(406) 601-1220
jerseymikes.com

FINALISTS

- Lisa's Sandwich Den, 2908 First Ave. N.
- Staggering Ox, 2829 King Ave. W., Unit D

THAI FOOD

Siam Thai Restaurant
17 years in business
3210 Henesta Dr., Unit G
(406) 652-4315
eatsiamthai.com

FINALISTS

- Imperial Thai, 928 Broadwater Ave., Ste. A
- Mia's Wok, 3012 4th Ave. N.

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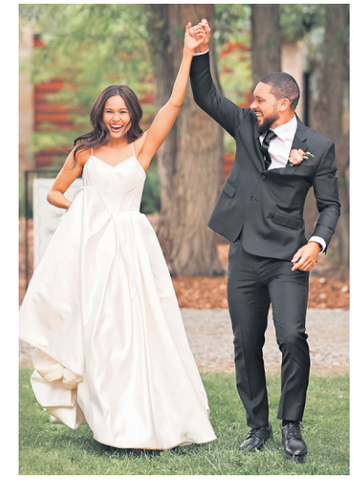
A huge thank you to my amazing couples, families, and this incredible community for trusting me with your memories. I couldn't do this without you!

Sara Nagel PHOTOGRAPHY

READERS' CHOICE The BEST of BILLINGS 2025 WINNER



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★ EATING & DRINKING ★

WAIT STAFF

Ciao Mambo

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

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

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

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

What are you most proud of?

This answer will always be our staff. This is now the third year of having the privilege to accept "best wait staff" and it really is the best recognition. Getting the chance to honor the people that make up Ciao Mambo means the world. Proud doesn't even begin to describe.

What's your secret to good customer service?

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

How do you build trust with customers?

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

FINALISTS

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

WINGS

Tiny's Tavern

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

FINALISTS

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

CANNABIS PROVIDER

Seed of Life Labs

9 years in business

5702 Sterns Cir.
41 Sugar Ave.
2050 Main St.
1415 S. 32nd St. W.
1217 U.S. Hwy 87 E., Ste. 1, Lockwood
3204 Comstock St., Miles City
917 Main St., Laurel
2445 US Hwy 2, Havre
1716 Crisafulli Dr., Glendive
13177 Hwy 200, Fairview
505 5th St. SW., Great Falls
(406) 702-7655
seedoflifelabs.com

What makes you stand out from the competition?

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

What brings customers back to your business?

Our incredible staff. These guys are customer service experts and have a strong passion for our products and the people who visit. We believe every shopping experience should be more than just a transaction. It's very important that our customers are greeted with genuine smiles, are helped without being overwhelmed; and we create a comfortable atmosphere where people feel valued.

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

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

What makes your business a good place to work?

Honestly, it's the company culture. The team is always in great spirits, and we're like-minded individuals who share the same vision and goals—both in our work and in our personal lives.

What can customers expect when they walk through your doors?

They can expect to be greeted by smiling faces, friendly staff, and a great environment. Bright, inviting displays draw attention, while the layout is clean and easy to navigate, making shopping feel effortless. The selection is unparalleled, and we are constantly striving to provide more products for all types of shoppers. From budget-friendly options to the top-shelf products for the connoisseurs, we have options for everyone.

What are you most proud of?

I'm most proud of watching the evolution of the company and its staff over the last 9 years. This started as a super small dream in my basement, and with the help of our amazing team, we've built one of the premier cannabis brands state-wide, with multiple state-of-the-art facilities at scale.

What's your secret to good customer service?

Genuine care. We have a policy that the budtenders are required to remember the names of their regulars. We want to get to know what you like, what you're looking for, and help you find the best outcome. We want customers to feel like family and know they can always trust us to make their customer experience one they will remember positively.

What makes your business popular?

Quality product, convenient locations, and unparalleled customer service.

FINALISTS

- Granite Peak Distributing, 4028 Central Ave.
- Yellowstone Buds, 1310 U.S. Hwy 87 E.

CHIROPRACTIC PRACTICE

Meier Family Chiropractic

19 years in business

3419 Central Ave., Ste. C
2908 2nd Ave. N.
(406) 651-5433
meierchiropractic.com

What brings customers back to your business?

We pride ourselves in providing outstanding chiropractic care and

customer service. You will feel seen and heard from the minute you step into our office. Our doctors will listen to your concerns and work together with you to create a realistic plan for better overall health.

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

We have a downtown location! We are the only chiropractic office in the downtown business district located at 2908 2nd Ave. N. Just a block west of Skypoint.

What makes your business a good place to work?

We have a positive atmosphere with the most incredible people--both staff and practice members. The people coming in for our services want to do better and feel better, and our doctors and staff are encouraging and knowledgeable to help them meet their goals. It is rewarding at the end of each day to know we have made a difference in people's lives. Also-- you get free adjustments on staff!

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

Billings is the biggest city in Montana and still somehow maintains a small-town vibe. Every time we go out to do errands, I get to run into people I know and love to visit. It drives my kids nuts...but it makes this city feel like home.

What are you most proud of?

We are most proud of helping people understand that their bodies are designed to be healthy. We are not designed to eat processed foods and sit in front of a computer all day. When we can help people create new healthier habits in their life and see positive results of improved health, it is a good day in the office.

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

We try to always say yes to sponsor each athlete that is a patient here at Meier Chiropractic. We really enjoyed taking part in Healthy Kids Day at the YMCA this year. Our biggest community project was our May Movement Challenge that involved people all over the USA and Canada for a steps competition this year. Keep an eye out for that next May!

What makes your business popular?

People are getting more educated about taking control of their own health and overall wellness. Chiropractic care is a natural start to this journey and at Meier Chiropractic we offer resources for growth in all areas of health and wellness.

Fun fact about your business?

We started our business by renting 2 rooms in another chiropractic office 19 years ago with a 2-week-old baby. We now have 5 doctors and 2 locations in Billings and still love and appreciate each day we get to come to work.

FINALISTS

- BARE Chiropractic, 3839 Grand Ave., Ste. 5
- Picard Chiropractic Clinic, 2820 Central Ave., Ste. D

DENTAL PRACTICE

Brewer Dental Center

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

What makes you stand out from the competition?

Consistency, comprehensive care, hours of operations, availability, technology, team approach to your needs under one roof.

What brings customers back to your business?

We discuss the plan and accomplish what we offer. They know that despite our size as a business it is still about individual relationships and trust.

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

We openly focus on the value of your time. We seek to always seat you on time or early and get you out of the office treated properly and efficiently. Time is the great price you pay for good care, and our goal is to gift back as much as we can.

What makes your business a good place to work?

We are great at communicating, achieving, and then elevating expectations.

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

It feels like a trusted business that is well recognized and has a reputation for giving back.

What can customers expect when they walk through your doors?

The best care every time.

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

It means that the many people we treat recognize they matter to the Brewer Dental Family. This creates raving fans. We invite you to come and find out how that feels.

What are you most proud of?

The years of consistently offering high-level care.

What's your secret to good customer service?

We always try to provide more than was expected to whoever walks through our door.

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

Dentistry from the Heart, Sealants for Smiles, involvement in the Greater Dental Organizations (ADA, 9th District Dental Society), youth sports, and Eagle Mount.

How do you build trust with patients?

Clear communication and established expectations that we then help them achieve.

What makes your business popular?

Years of trust and great use of technology.

Fun fact about your business?

Since its founding, we have tried new things and adopted what is best for our patients' benefit.

FINALISTS

- Thompson Family Dentistry, 921 Broadwater Square
- Turley Dental Care, various locations

EYE CLINIC

Bauer & Clausen Optometry

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

What makes you stand out from the competition?

Bauer & Clausen Optometry provides comprehensive eye care services designed to meet the needs of your entire family, whether it's an eye exam, a contact lens fitting, or advanced care such as post-surgery cataract management and eye disease treatment. Eye exams are designed to be both thorough and comfortable, and every treatment plan is customized to meet the patient's unique needs.

What brings customers back to your business?

Our patients tell us what they love most about Bauer & Clausen Optometry is the caring team of eye doctors, opticians, and staff who focus

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on making your eye care experience outstanding.

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

Many patients don't realize that our doctors co-manage specialty procedures such as LASIK and cataract surgery, working closely with trusted surgeons to manage your post-procedure care, ensuring a smooth recovery and optimal outcome.

What makes your business a good place to work?

Our clinic culture is built on support, respect, and professional growth. Employees have access to professional development, certification opportunities, and the resources they need to succeed. We know that when our team thrives, our patients benefit.

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

Billings is our home, and we cherish the opportunity to care for families across generations. It's incredibly rewarding to see patients who first came in as children now bringing in children of their own. That continuity strengthens our bond with the community.

What can customers expect when they walk through your doors?

The moment you arrive, you'll be warmly welcomed and made comfortable in our thoughtfully designed reception area. We prioritize getting you in to see your optometrist promptly, while also encouraging you to take your time browsing our eyeglass gallery at your leisure. Our office has been carefully crafted with you, our patient, in mind.

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

Bauer & Clausen Optometry is deeply honored to have been selected as Best Eye Clinic. This recognition reflects the trust our community places in our practice and affirms our commitment to delivering exceptional eye care every day.

What are you most proud of?

We are exceptionally proud of the team we've built. Each person—from doctors to technicians to patient care coordinators—plays a vital role in making the patient experience outstanding.

What's your secret to good customer service?

Our secret is simple: actively listen first, then respond with empathy and expertise. By understanding each patient's concerns and preferences, we can provide solutions that feel personal and meaningful.

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

Our practice is proud to support Tumbleweed by donating exams and glasses to local teens in need. We also award our annual Health Professions Scholarship to a Yellowstone County student pursuing advanced education in healthcare.

How do you build trust with patients?

Trust is built by being consistent, transparent, and respectful. Our entire team is always looking for ways to better serve our patients by actively listening to patient feedback, bringing in outside training, and striving to improve our day-to-day practices.

What makes your business popular?

Our current patients are our best ambassadors. People often share their positive experience with friends and family, who in turn schedule their own exam. We consider this the highest compliment.

Fun fact about your business?

Some of our patients travel several hours to visit us because of the level of care they receive. We never take that loyalty for granted.

FINALISTS

- Heights Family Eyecare, 430 Lake Elmo Dr.
- Yellowstone Eye Care, 2120 Grand Ave.

HEARING AID PROVIDER

Big Sky Audiology

5 years in business

2631 St Johns Ave., Ste. 1
(406) 656-2003
bigskyaudiology.com

What makes you stand out from the competition?

Big Sky Audiology is constantly making decisions that help our patients live happier and healthier lives. To keep up with their needs, we built our own clinic, located at 2631 St. John's Ave, which would allow us to solve any problem our patients might encounter. In that clinic, we have the latest technology and keep up to date with new studies to make sure that our services are aligned with best practices and current research. We cannot serve our patients to the best of our ability if we do not know about the science being conducted in the field, so we do the hard work and share it. That ethic, that commitment, is what sets us apart.

What brings customers back to your business?

We've spent a long-time fine tuning the patient journey, but the one thing that keeps bringing people back is our team. They are top-of-the-line clinicians and care coordinators with a passion for helping people, and they never disappoint. They greet everyone

that walks through our doors with a smile, and make sure that nobody leaves with questions unanswered. Whether our patients visit in person or need help over the phone, we are there, and that's what keeps them coming back.

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

Big Sky Audiology offers more than just state-of-the-art hearing aid technology. In addition to treating hearing loss, we also specialize in:

Tinnitus Management: Addressing ringing in the ears.

Vertigo and Balance Disorders: Evaluation and treatment of dizziness and balance issues.

Cochlear Implants: Assessing candidacy, providing mapping, and offering follow-up care for cochlear implants.

We're here to help with a comprehensive range of audiology needs.

What makes your business a good place to work?

We strive to create a fun, comfortable, and supportive environment where our team feels valued and enjoys coming to work. We believe that since we spend so much time together, it's essential for our workplace to be a positive and engaging space. Every team member's opinion matters, and we encourage everyone to take pride in their contributions and have a say in our collective efforts. We actively celebrate each other's successes and provide strong mutual support. We are also committed to investing in our team's professional growth and education. A great example of this is our support for Tina Craig, our long-time office manager, as she pursued her hearing instrument specialist license. We also offer various opportunities for our team to further their education through conferences and workshops nationwide.

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

Without a doubt, it's the people. We truly can't imagine serving any other community. The support we've received has been incredible, from when we first started Big Sky Audiology to our recent move into the new clinic. We've built strong relationships with our patients; they've become like family to us. It's amazing how much our Big Sky Audiology community has grown, and we hope it continues to expand.

What can customers expect when they walk through your doors?

Our patients can expect a warm greeting, a relaxing atmosphere, and a short wait. We value the time of all our visitors, so we make sure that each gets seen promptly. When we take them into the back, they receive unparalleled service and our undivided attention, making sure they leave our clinic with all their questions answered.

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

Winning Readers' Choice means so much to us! Knowing that the Billings community and our patients believe that we deliver the best hearing health services in town, is the greatest motivator in the world, but it's not going to change us. We will continue providing the best service we can, win or lose.

What are you most proud of?

When I look back, I am most proud to see how far we've come. We started as a team of two in a small storefront, and now, we're a team of five with more patients and services than ever. Big Sky Audiology has reached such a special moment in its life, and this award is the culmination of all those efforts.

What's your secret to good customer service?

Our philosophy is quite simple: we believe the secret to good customer service lies in actively listening, maintaining openness and honesty, and genuinely caring about everyone's needs. We understand that our patients' struggles are real and significant. For instance, studies indicate that hearing loss can affect other aspects of a person's health, such as cognition, memory, and an increased risk of falls. Additionally, comorbidities like cardiovascular issues, diabetes, and kidney disease can impact hearing. By truly listening to our patients' concerns, we can comprehensively address their needs and provide appropriate referrals when necessary.

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

We are committed to being an active and contributing member of the community. A significant part of our efforts focuses on educating individuals about the importance of hearing health. We regularly participate in local health fairs and visit several assisted living facilities each month. During these visits, we provide educational sessions and offer cleaning and care services for individuals' hearing devices.

Additionally, we are proud to have sponsored local schools and supported other local charities. We hope to expand these efforts further in the future.

How do you build trust with patients?

We build trust with our patients by consistently providing quality care. Our presence and reliability in the community instills a strong sense of confidence in everyone who visits our clinic. This commitment assures our patients that we are dedicated to their well-being and will always be there to support them.

What makes your business popular?

Big Sky Audiology's popularity stems from the strong relationships among everyone involved—both our patients and our dedicated staff. We operate like a family, offering mutual support and protection, which in turn inspires our continued commitment every day.

Fun fact about your business?

Recently, a little bunny started visiting our location, and we've "adopted" it as our official mascot. We're still looking for names, so if readers have any ideas, let us know! Visit our Facebook page and post a suggestion!

FINALISTS

- Hearing and Speech Connection, 1655 Shiloh Rd., Ste. D
- Rehder Balance & Hearing Clinic, 1101 N. 27th St., Ste. E

MEDICAL SPA

Central Wellness Medical & Aesthetic

14 years in business

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

What brings customers back to your business?

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

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406-248-2051
www.windorindustries.com

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

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

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

How do you build trust with clients?

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

What makes your business popular?

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

Fun fact about your business?

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

FINALISTS

- Plush Studios & Medical Aesthetics, 1423 38th St. W., Ste. 1
- Revive IV & Wellness, 4010 Montana Sapphire Dr., Ste. 4

OB-GYN PROVIDER

Billings OB-GYN Associates
26 years in business
1611 Zimmerman Trail
(406) 248-3607
billings-obgyn.com

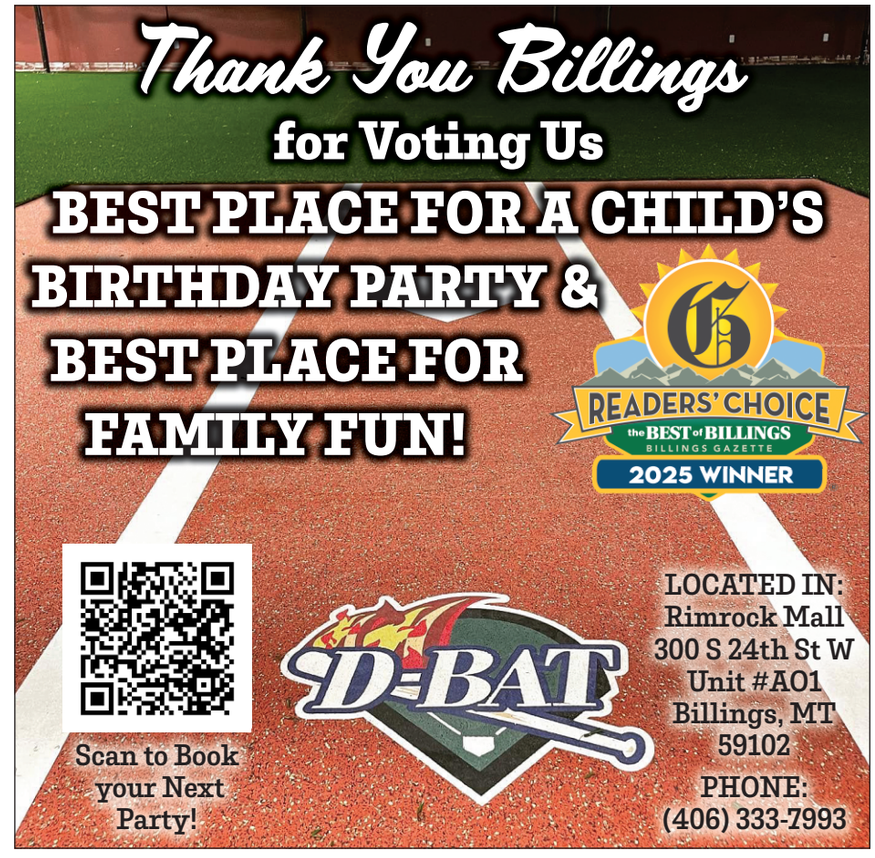
What makes you stand out from the competition?

Billing OB-GYN strives to separate ourselves from our competition by providing the best personal healthcare we can. From the moment you call us on the phone for your first appointment, we strive for excellent customer service and to provide the best care possible.

What brings customers back to your business?

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

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



We have 7 physicians and 6 clinicians including a Psychiatric Mental Health Nurse Practitioner.

What makes your business a good place to work?

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

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

We LOVE being in Billings. We try to recruit providers that are from Billings or Montana and have ties back to the community. All our physicians and providers are either from Billings, somewhere else in Montana, or have some connection to the area. Over half of our staff are from Billings or the surrounding area.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

How do you build trust with patients?

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

What makes your business popular?

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

FINALISTS

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

ORTHOPEDIC & SPORTS MEDICINE

Ortho Montana

56 years in business

2900 12th Ave. N., Ste. 140W & 100E
1739 Spring Creek Ln.
1635 Gleneagles Blvd.
2825 W. Main St., Ste. 2C, Bozeman
2600 Wilson St., Miles City
(406) 237-5050
montanabones.com

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

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

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

FINALISTS

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

PHARMACY

Pharm406

5 years in business

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

What makes you stand out from the competition?

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

What brings customers back to your business?

Our customers keep coming back to Pharm406 because our staff works hard to get our customers in and out without all the corporate hassles. Customers who support Pharm406 support local businesses like Pharm406, because local businesses are the heart of a local economy and support local events.

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

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

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

How do you build trust with patients?

Following through and exceeding expectations.

What makes your business popular?

Pharm406 is popular because we are Montana's Pharmacy.

Fun fact about your business?

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

FINALISTS

- Billings Clinic Atrium Pharmacy, 2800 10th Ave. N.
- Intermountain Pharmacy - St. Vincent, 1233 N. 30th St.

PHYSICAL THERAPY & REHAB

Billings Clinic Physical Therapy

114 years in business

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

What makes you stand out from the competition?

Billings Clinic Orthopedics, Sports Medicine, and Rehabilitation stand out through an integrated, patient-centered approach. Our team combines advanced surgical techniques with comprehensive physical and occupational therapy, ensuring patients recover faster and return to the activities they love. As a Level I Trauma Center, we care for both routine and complex cases with the same focus on quality, safety, and outcomes. Patients benefit from coordinated care under one roof, supported by state-of-the-art technology, data-driven quality improvement, and a commitment to evidence-based innovation. With a reputation for excellence across the region, our specialists deliver personalized care that truly makes a difference.

What brings customers back to your business?

Patients come back to Billings Clinic because they know they'll receive consistent, compassionate care from a team that listens and supports them every step of the way. Our specialists, therapists, and staff work together to create personalized treatment plans focused not just on healing, but on helping people return to the activities and lifestyles they enjoy. Many of our patients share that they felt "truly cared for, not just treated," and that the seamless transition from surgery to rehabilitation made all the difference in their recovery. It's that combination of advanced expertise, teamwork, and genuine human connection that keeps people choosing us again and again.

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

Something many patients might not know is our rehab team goes far beyond traditional physical therapy. We offer specialized programs in sports performance, balance and fall prevention, neurological rehabilitation, and occupational therapy — all under one roof and closely coordinated with physicians. Patients are often surprised by the depth of expertise available right here in Billings, and by the fact that they don't have to travel out of state to receive advanced, personalized rehabilitation care.

What makes your business a good place to work?

Billings Clinic is a great place to work because of the people and the culture of teamwork. Our Rehab and PT staff collaborate closely with physicians, nurses, and specialists, so you feel part of a connected team that's truly focused on patient success. There's a strong sense of purpose in helping people get back to the lives and activities they love, and that shared mission creates both pride and camaraderie. Add in opportunities for professional growth, supportive leadership, and the ability to make a real difference every day, and it's easy to see why people choose to build their careers here.

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

What we enjoy most about being in Billings is the chance to care for our friends, neighbors, and families right here at home. This community is strong, supportive, and deeply connected, and

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it's an honor to play a role in helping people stay active and healthy. We see patients not just as individuals, but as part of the fabric of Billings — from athletes and workers to parents and grandparents — and it's incredibly rewarding to help them get back to the lives they love in the place we all call home.

What can customers expect when they walk through your doors?

From the moment patients walk through our doors, they can expect a warm, professional, and patient-centered experience. Our team greets each person with empathy and attentiveness, listens carefully to their concerns, and works quickly to coordinate care. Whether it's a first evaluation, a follow-up visit, or therapy, patients feel supported, guided, and confident that they are in capable hands every step of the way.

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

Being voted the best is both an honor and a validation of the hard work our team puts in every day. It means our patients notice the care, expertise, and attention to detail we bring to every visit, and that our commitment to helping people recover, stay active, and live well is making a real difference. Most importantly, it reinforces that our focus on teamwork, compassion, and patient-centered care resonates with the community we serve.

What are you most proud of?

I'm most proud to be part of a team that truly cares for one another and works collaboratively at every level. Our Rehab and PT staff, physicians, and support teams build strong relationships and communicate seamlessly, which patients notice from the moment they arrive. Seeing how our cohesion and dedication translate into better outcomes and meaningful improvements in people's lives is incredibly rewarding — it's a reminder that when we work together as a unit, both our team and our patients thrive.

What's your secret to good customer service?

Our "secret" to good customer service is simple: we listen, validate, and truly understand our patients' needs. We recognize that patients know their bodies best, and we partner with them to create personalized care plans that meet their goals. By combining professional expertise with active listening and collaboration, we help patients regain function, confidence, and the ability to live their best lives.

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

We give back to the Billings community in many ways, from hosting free injury-prevention and wellness workshops to supporting local sports programs and youth activities. Our Rehab and PT teams also participate in health fairs, educational events, and outreach initiatives that promote active, healthy lifestyles. Beyond programs, we strive to make a difference every day by providing compassionate, high-quality care that helps our neighbors get back to the activities and lives they love.

How do you build trust with patients?

We build trust with our patients by listening closely, validating their concerns, and partnering with them in every step of their care. From the moment they walk through our doors, they see a team that communicates openly, works collaboratively, and puts their needs first. By combining expertise with empathy and demonstrating consistency in our care and follow-through, patients know they are in capable hands and that we are fully invested in helping them get back to their best.

What makes your business popular?

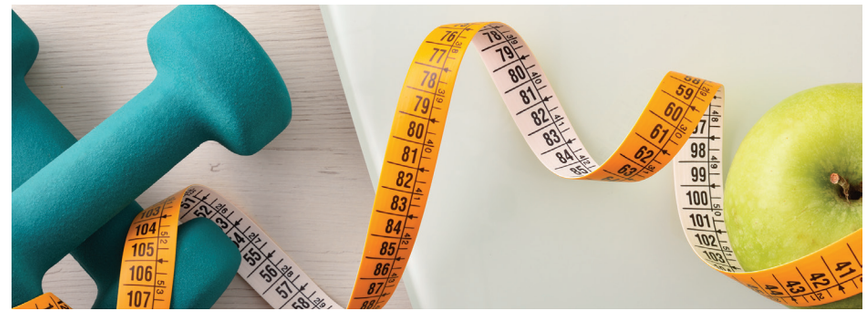
Our business is popular because patients experience a combination of expertise, personalized care, and genuine human connection. People appreciate that our team listens to their needs, partners with them in their recovery, and provides coordinated, high-quality care that helps them get back to the activities they love. The trust we build and the outcomes we deliver keep patients coming back and recommending us to their friends and family.

Fun fact about your business?

A fun fact about our Rehab and PT teams is that we treat everyone from weekend warriors and professional athletes to kids learning to ride a bike again after an injury — all under one roof! Patients are often surprised by the variety of programs and specialties we offer, and by how many people rely on our team to get back to doing what they love.

FINALISTS

- Ortho Montana, 2900 12th Ave. N.
- St. John's United, 3940 Rimrock Rd.



SURGERY CENTER

Yellowstone Surgery Center

23 years in business

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

FINALISTS

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

WEIGHT LOSS CENTER

Fuller Family Medicine

25 years in business

4045 Ave. B
(406) 651-9355
fullerfamilymedicine.com

FINALISTS

- Intermountain Health Downtown Clinic – Weight Management, 2900 12th Ave. N., Ste. 160W
- Billings Clinic Metabolism Center, 1045 N. 30th St.

CARPET CLEANER

Brice's Masterclean

22 years in business
(406) 245-5509
bricesmasterclean.com

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

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

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

What can customers expect when they walk through your doors?

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

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

Being voted best in Billings for 19 years validates our company's hard work and integrity in the Billings community. Earning our clients trust to be voted best carpet cleaner again this year is an honor. Thank You!!

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

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

How do you build trust with clients?

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

Fun fact about your business?

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

FINALISTS

- 406 Carpet Cleaning, 938 Springfield Ave.
- Premier Carpet Cleaning and Restoration, 525 Liberty St.

DRY CLEANERS

Valet Today Cleaners

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

FINALISTS

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

FLOORING STORE

Rich's Modern Flooring

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

What makes you stand out from the competition?

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

What brings customers back to your business?

We strive to make sure everyone has a good experience from start to finish of a project. The quality and value of the

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- Natural Gas and Propane
- Piping systems
- Gas Supply Systems
- Drain Cleans

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products offered, and all the knowledge and resources we have to offer.

What makes your business a good place to work?

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

What can customers expect when they walk through your doors?

Friendly and open environment, with a large showroom full of products; from tile to wood, waterproof laminates, waterproof luxury vinyl planks, luxury vinyl tiles, and carpet.

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

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

How do you build trust with customers?

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

FINALISTS

- Home Yellowstone, 2495 Enterprises Ave.
- Pierce Flooring and Cabinet Design Center, 2950 King Ave. W.

GARDEN CENTER/ NURSERY

Gainan's Heights Flowers, Garden, and Patio

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

What makes you stand out from the competition?

Gainan's Flowers is committed to offering quality plants grown to thrive in Montana. Our Grow Pros know flowers and take pride in helping our customers find the perfect perennials and annuals to make their yard an outdoor oasis. We are eternally grateful for the trust and loyalty that our customers have put in us for almost 75 years!

What brings customers back to your business?

The Gainan's Grow Pros care about your garden just as much as you do! A member of our team is often heard encouraging customers to bring back pictures throughout the growing season to see a plant's progress.

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

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

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

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

What can customers expect when they walk through your doors?

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

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

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

What's your secret to good customer service?

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

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

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

How do you build trust with customers?

Our professional and knowledgeable staff are dedicated to making each customer's experience a pleasant one. We always go the extra mile to make each plant selection perfect.

Fun fact about your business?

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

FINALISTS

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

HEATING & COOLING PROVIDER

Central Heating & Air Conditioning

81 years in business
1428 1/2 Grand Ave.
(406) 245-5424
centralheatingandairmt.com

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

Our business was actually started in 1945 as Central Sheet Metal.

What makes your business a good place to work?

Great coworkers!

What can customers expect when they walk through your doors?

Helpful, knowledgeable staff.

What are you most proud of?

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

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

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

How do you build trust with customers?

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

Fun fact about your business?

Our employees are rewarded with an annual snowmobile trip.

FINALISTS

4H Plumbing Heating & Cooling

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

What brings customers back to your business?

4H Plumbing, Heating & Cooling Inc. believes in the relationship between the client and the tech who shows up onsite. Once a technician establishes with a customer, we try to keep that specific tech on

that account, so the customer knows which tech they are getting. Due to this approach, our technicians often develop personal relationships with their customers, which leads to those customers informing their friends of our company. This positive and strong word of mouth is what has grown our company and makes it popular in the community.

What makes your business a good place to work?

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

What can customers expect when they walk through your doors?

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

OTHER FINALIST

- White Heating and Air Conditioning, 1125 4th Ave. N.

HOME FURNISHING STORE

Slumberland Furniture

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

What makes you stand out from the competition?

We do extensive training on all our products to provide knowledgeable sales staff.

We offer a variety of products from multiple manufacturers.

Our customer service is unparalleled.

We truly care about our clients and getting to know them on a personal level.

What brings customers back to your business?

Our goal is to have a welcoming environment to make our clients feel comfortable shopping with us. We provide a low-pressure sales experience, while providing knowledgeable sales staff to help you make the best decisions for your home and lifestyle.

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

We are locally owned and operated. The owners hail from South Dakota and moved to Montana 20+ years ago. They come from a long history of Slumberland owners. While we sell a wide variety of mattresses, we also have a huge selection of dining room, bedroom, and living room furniture in all styles.

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

Billings, Montana is a great community. The diversity of the people that have been lifelong residents of Montana, and those that have moved here to enjoy this beautiful state are wonderful. Getting to know their stories and helping them make their house a home is an absolute privilege.

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

It truly means the world to us knowing our clients would give us this honor; it is humbling. Our client base is some of the Best of Billings.

What's your secret to good customer service?

Listening to our clients is #1! Having knowledgeable staff to answer questions that our clients may have, and striving to find the perfect fit for their furnishing/mattress needs. Our delivery staff is exceptional. After the sale we have an in-house service department for any issues that may arise, and to get those issues taken care of in a timely manner. We are also a 3-time recipient from our corporate office for Outstanding Customer Service at our location.

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

We donate mattresses every year to a charity that can provide children without mattresses, with a mattress; to get them off the floor. Throughout the year we also donate to local organizations in need of sponsorships or fundraising items.

Fun fact about your business?

Most of our staff have worked here for over 15 years. We have an annual BBQ and corn hole tournament. The trophies of the winners are proudly displayed on our back counter.

FINALISTS

- Ashley Store, 2914 Millennium Cir.
- Time Square Furniture & Mattress, 856 Shiloh Crossing Blvd.

HOME REMODEL COMPANY

Beyond the Box, Inc Design

11 years in business
724 1st Ave. N.
(406) 245-6981
btbcabinets.com

What makes you stand out from the competition?

At Beyond The Box, we stand out by blending personalized design, premium custom cabinetry and finishes, and a guided process that keeps homeowners confident from start to finish. Every kitchen, bath, closet, and living space we remodel is tailored to your lifestyle, with clear communication, visual and video renderings, and expert support along the way. As a Montana-based team, we pair local insight with lasting craftsmanship, creating remodels that not only look beautiful but add immediate and long-term value to your home.

What brings customers back to your business?

Customers return to Beyond The Box because we make the remodeling process enjoyable while delivering spaces that truly reflect their vision. Our team is fun and collaborative to work with, combining creativity with expertise to bring ideas to life. We focus on making every project feel personal and stress-free, which builds trust and lasting relationships long after the remodel is complete. We are FUN!

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

Many customers don't realize that Beyond The Box offers more than just kitchens and baths. We also offer design for any space, new and remodel closets, living spaces, and full level interior design for homes. Our experience paired with our collaborators in the industry help provide you complete remodel guidance and design guidance, so whether it's one room or your entire house, our team can bring your vision to life with the same level of creativity, expertise, and care.

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

What we enjoy most about having our business in this community is the opportunity to bring our clients' visions to life and transform the way they live in their homes. Every remodel, whether a kitchen, bath, closet, or living space, changes not only the look of a home but also how families gather, connect, and enjoy their everyday lives. Being part of that transformation in our own community is what makes the work so rewarding.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect a welcoming showroom that truly sets us apart in the market. We're fortunate to be in a great building with designer bones, just 10 to 15 minutes from anywhere in town. Inside, you'll find a full-working kitchen along with more displays than any other kitchen and design center in the area. It's a space designed to inspire, where you can see, touch, and experience the possibilities for your own home. We also have fresh beer and coffee on tap, so swing on over and take a walk through Monday-Friday.

What are you most proud of?

We are most proud of the relationships we build and the transformations we create for our clients. "Every remodel is more than just cabinets or finishes, it's about listening to a vision, designing with care, and delivering a space that changes the way people live in their homes," said CEO/Owner Kristy Ferguson. Seeing the excitement and joy our clients feel when their project comes to life is what makes us proud every single day.

Fun fact about your business?

A fun fact about Beyond The Box is that our business was truly built from scratch, growing through relationships formed with clients, contractors, and our community. Along the way, we've earned multiple national awards for design and service, but what excites us most is fostering the next generation of talent through the Montana Apprenticeship Program. It is the only Kitchen and Bath hands-on training apprenticeship program in the state, and we've had several graduates who have stayed on and moved on to other career opportunities, while some have won national awards. Our story is proof that with vision, collaboration, and care, something lasting and exceptional can be created right here in our community.

FINALISTS

- Home Yellowstone, 2465 Enterprise Ave.
- Kitchens Plus, 2905 Millennium Cir., Ste. 1

HOT TUB/SPA CENTER

Montana Hot Spring Spas

48 years in business
2217 Grand Ave.
(406) 652-7727
lovethetub.com

What makes you stand out from the competition?

Our expertise, years of experience, and local reputation, combined with 48 years in Billings selling and servicing the No.1 rated hot tub in the world - Hot Spring.

What brings customers back to your business?

Our family-like culture combined with friendliness, dedication, and commitment to our customers.

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

We sell wellness products rather than a luxury product.

What makes your business a good place to work?

We compensate our employees at the top of industry standards, plus we offer full benefits including health, dental, and vision insurance along with a retirement plan. The owners are active in the business and work to create a fun culture in which to be a part.

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

Even though Billings is the largest city in Montana, we earn our customers' respect and trust through intimacy of service and follow-up. We were born and raised in the community and enjoy being able to support Billings through youth sponsorships, charities, and other organizations.

What can customers expect when they walk through your doors?

A friendly greeting and a respectable approach to helping fulfill the needs of our customers whether it be for a new hot tub, sauna, or water care products.

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

We feel very humbled, yet proud of our team, as we strive to serve our customers in the best ways possible.

What are you most proud of?

The ability to provide jobs for our staff members and the ability to give back to the Billings community; as a retail and service business that provides a wellness product designed to make every day better for our customers.

What's your secret to good customer service?

Selling the best-built products in the industry and having a great, well-trained team that is experienced in sales, delivery, and service.

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

We give to all of the Billings high schools in a variety of ways – sports, dance teams, cheerleading, music programs, etc. We also support Legion Baseball and Little League. In addition, we contribute to various Christian organizations.

How do you build trust with customers?

Taking the time to really listen to what the customer needs and wants and working to find products and solutions that will serve them best. Many of our customers are more like clients and almost become like family to us.

What makes your business popular?

Families desire time to be together to unplug and unwind. Our wellness products of hot tubs and saunas provide a place to do just that. We have the perfect product for the times we are living in. We call our hot tubs the best for all seasons and all reasons. The benefits are not just physical, but are helpful mentally and emotionally, and especially socially; providing an opportunity for families to be together in the great Montana outdoors.

Fun fact about your business?

We have had the honor of winning this award 25 years in a row, ever since The Billings Gazette initiated the Reader's Choice Awards. We are very grateful for our customers!

FINALISTS

- Leisure In Montana, 2760 Gabel Rd.
- Thompson Pools & Spas, 1300 24th St. W.

KITCHEN CABINET CENTER

Kitchens Plus
40+ years in business
2905 Millennium Cir., Ste. 1
(406) 652-5772
kitchensplusmt.com

FINALISTS

- Beyond the Box, Inc., 724 1st Ave. N.
- Home Yellowstone, 2495 Enterprise Ave.

LIGHTING CENTER

One Source Lighting and Home Decor
22 years in business
100 24th St. W., Ste. 3
(406) 655-7949
onesourcebillings.com

FINALISTS

- Beyond the Box, Inc., 724 1st Ave. N.

MATTRESS STORE

Mattress King
39 years in business
1702 Grand Ave.
795 King Park Dr.
311 N. 7th Ave., Bozeman
(406) 585-5866
mattresskingmt.com

What makes you stand out from the competition?

At Mattress King, we don't just sell mattresses—we change lives through better sleep. Our non-commissioned sleep experts are passionate about helping every guest find the right solution for their health, comfort, and lifestyle. That commitment shines through in every interaction and is reflected in the thousands of five-star reviews we've earned from our community.

What brings customers back to your business?

Our guests come back because they know we genuinely put their needs first. With a non-commission team, our focus is on guiding—not pressuring—so every guest can confidently choose the mattress that's right for them. That trust, along with the great sleep they experience, is what keeps them returning year after year.

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

Something many guests don't realize is that Mattress King has been family-owned and locally operated right here in Billings since 1986. For nearly four decades, we've dedicated ourselves to helping our neighbors sleep better while also giving back to the community that's supported us. What started as a single store has grown into a trusted name across Montana and Wyoming—all while staying true to our roots as a family business.

What makes your business a good place to work?

At Mattress King, we believe the best way to change lives is to start with our own team. We've built a culture of respect, support, and open communication, where every voice matters. By focusing on growth and continuous improvement, we make sure each team member feels valued, empowered, and proud to be part of something bigger—helping people in our community sleep and live better every day.

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

What we enjoy most about being in Billings is the chance to be part of such a caring and connected community. Even though it's the largest city in Montana, Billings still carries that small-town spirit—where neighbors support one another and local businesses come together to make a difference. We're proud to partner with local organizations and businesses to give back, and we feel truly fortunate to call this community home.

What can customers expect when they walk through your doors?

From the moment you walk in, you'll feel the difference. Our welcoming team is here to listen first and guide second—never pressure. Every guest is met by a knowledgeable, non-commissioned sleep expert who's focused on your comfort, your health, and your budget. With the help of our complimentary sleep scan, you'll discover the mattress that truly fits your needs, so you can leave with confidence knowing you've made the right choice.

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

Being voted Best of the Best is more than an award—it's a reflection of the trust our community has placed in us. In a city filled with incredible locally owned businesses, simply being nominated was an honor. To be chosen as the Best is both humbling and inspiring. This recognition motivates us to keep raising the bar, serving our guests with the same dedication, care,

Thank you
for Voting For Us!

Best Day Spa
READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 WINNER

Best Esthetician
Kialy Lessard
www.elementskintherapy.com
READERS' CHOICE the BEST of BILLINGS BILLINGS GAZETTE 2025 FINALIST

element
SKIN THERAPY
411 24th St W, Ste 113
406-208-7822 | ElementSkinTherapy.com

and excellence that earned us this title. It's a reminder that when we put people first, great things happen.

What are you most proud of?

We're most proud of the incredible team we've built. Every day, we see their passion for our mission—helping people live better through better sleep—come to life not only in the store, but in their own lives as well. Whether it's guiding guests to the rest they deserve, supporting one another, or carrying that same care into their families and communities, our team embodies what Mattress King stands for. Watching them grow, thrive, and make a difference is our greatest accomplishment.

What's your secret to good customer service?

Our secret starts with building a team rooted in integrity, empathy, and a genuine desire to serve. We know most people don't come mattress shopping just for fun—it usually means you're dealing with a problem like aches, poor sleep, or frustration. That's why our non-commissioned team is here to listen first, guide with care, and help you find the right solution without pressure. When you combine that with our commitment to excellence, exceptional customer service naturally follows.

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

Giving back is at the core of who we are. Each year, we're honored to partner with more than 100 local organizations and businesses, and that number continues to grow. One of our most meaningful traditions is our annual Blanket Drive, which helps keep families warm through the harsh winter months. We also proudly support United Way's Operation School Supply, ensuring local children have the tools they need to succeed in school. These are just a few of the many ways we reinvest in the communities that support us, because when our neighbors thrive, we all thrive.

How do you build trust with customers?

We build trust by putting our guests' well-being above everything else. Our mission is to help people achieve their best night's sleep, because we know how deeply quality rest impacts overall health and daily life. That's why our team is open, honest, and transparent throughout the process—never pushing, always guiding. With a non-commissioned staff that's trained in the science of sleep, our only focus is finding the right solution for each guest. This genuine commitment is what creates the trust that keeps people coming back.

What makes your business popular?

For nearly four decades, Mattress King has earned its reputation the best way possible—through the voices of satisfied guests. Word of mouth has built a name that stands for quality, honesty, and care, and that's something we're proud to uphold every day. When people walk through our doors, they immediately feel the difference: a non-commissioned team that's genuinely excited to help them sleep better. That passion and dedication to our guests' well-being is what makes Mattress King a trusted favorite in our community.

Fun fact about your business?

Our team brings over 200 years of combined experience helping guests get the sleep they deserve—and many of our team members have celebrated milestone anniversaries, from 10 years to 25 years with Mattress King. Another fun fact: every mattress we carry is proudly made in the USA. That combination of expertise, loyalty, and American-made quality is what makes the Mattress King difference.

FINALISTS

- Denver Mattress, 8108 S. Frontage Rd.
- Slumberland Furniture, 7185 Trade Center Ave.

PAINT STORE

King's Ace Hardware

39 years in business

8 locations across Billings, Lockwood, Laurel, Columbus and Sidney
(406) 656-1446
acehardware.com

What brings customers back to your business?

Service, selection, convenience. Selection, convenience, service. Convenience, service, selection. We offer something for everybody!

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

Being part of a hardware co-op means that when the co-op does better, the stores do better, and when the stores do better, the co-op does better. It's a win-win for our store and for our customers.

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

We enjoy the opportunity to give back to the communities by giving back to our schools, churches, and community organizations both monetarily and with our time and commitment.

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

We have been voted the Best of the Best for many years, and the 2025 recognition means that once again our customers recognize the value and convenience that we provide.

What are you most proud of?

Our ability to provide growth opportunities for our people, both inside and outside of our business.

What's your secret to good customer service?

Ace is the place with the Helpful Hardware Folks. We try to live by that motto every day.

How do you build trust with customers?

Being consistently trustworthy and putting the needs of the customer first. And, if we have an issue, we work really hard for a satisfactory resolution.

What makes your business popular?

In the greater Billings market, there is an Ace store in nearly every part of town as well as Lockwood, Laurel, and Columbus. People like to do business with their friends and neighbors, and that is who we are.

FINALISTS

- Lowe's Home Improvement, 2717 King Ave. W.
- Sherwin-Williams Paint Store, 929 Grand Ave.

REAL ESTATE BROKERAGE

Berkshire Hathaway HomeServices Floberg Real Estate

66 years in business

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

What makes you stand out from the competition?

BHHS Floberg Real Estate Forever Agents® believe real estate is about relationships, not just transactions. Being the #1 brokerage in Eastern Montana begins and ends with our Forever Agents® and their commitment

Billings Gazette

Kirkness Roofing Extends Championship Streak with Fifth Straight "Best of Billings" Title Dynasty

Billings, MT — In the world of sports, dynasties are measured not by single victories, but by the ability to repeat greatness year after year. Think of the New York Yankees, who strung together five consecutive World Series titles from 1949 to 1953. Recall the Boston Celtics' eight straight NBA championships between 1959 and 1966, or the Chicago Bulls dominating the '90s with their two three-peats.

Today, Billings can count one of its own among those storied streaks. Kirkness Roofing has clinched its fifth straight Billings Gazette "Best of Billings" award, a run of excellence that now surpasses many of the legendary streaks fans still celebrate decades later.

"We're humbled to be mentioned in the same breath as some of the all-time greats," said Cybil Carney, CEO of Kirkness Roofing. "For us, this is about more than just a winning streak—it's about giving our customers the best possible experience, every single time we step on a roof."

The recognition, earned through community voting, reflects not just consistency but the relentless pursuit of excellence. Like a team chasing a championship banner each season, Kirkness continues to train, adapt, and raise the bar—setting its sights on keeping the streak alive.

"Five in a row is special," added Andrew Carney, General Manager. "But just like the Celtics or Yankees, we're not stopping here. We're chasing the streaks still ahead of us, and our goal is simple: deliver the best customer experience a roofing contractor can provide."

For Kirkness Roofing, the trophies aren't hung in stadium rafters—they're seen in leak-free homes, storm-resilient shingles, and grateful customers across Billings. And with five straight championships under their belt, the dynasty shows no signs of slowing down.

Kirkness Roofing's All-Star Lineup Powers Fifth Straight Title

Billings, MT — Every dynasty has its roster of standouts—the glue guys, the rookies, the veterans who keep the locker room steady. Kirkness Roofing, now five-time defending "Best of Billings" champions, has assembled a crew that would make any coach proud.

Leading off is Robert Espinoza, the team's tireless Quality Control specialist. Think of him as the steady shortstop who never lets an error through. When the game's on the line, Robert makes sure every roof passes inspection before the final whistle blows.

At the production manager spot is Carter Garsjo, calling plays from the sideline and running the two-minute drill when schedules get tight. He's the one keeping the whole operation moving, turning chalkboard plans into wins on the field.

Then there's Zac Carney, last year's Rookie of the Year in sales. He burst onto the scene with the energy of a young phenom, racking up numbers and earning fans across the city.

This year, the spotlight shines on a brand-new one-two punch: Jack McWatters and Austin Rel. Jack, the latest rookie prospect, is stepping up for his first at-bats, showing flashes of raw talent that fans love to watch develop. Alongside him, Austin brings sharp instincts and plenty of hustle—a true utility player ready to make an impact whenever he's called on. Together, they form a rookie tandem that's already making waves in the clubhouse.

Jerome Miller has rejoined the squad after a couple of seasons in the minors, working through a few nagging injuries. He's back in uniform, hungrier than ever, and bringing valuable experience to the bench.

And anchoring the lineup is Alex Gutierrez, last year's undisputed MVP and crew chief. He's the captain on the field, leading from the front, rallying the crew, and making sure every roof is a victory.

Together, this squad isn't just putting points on the board—they're keeping Billings dry, safe, and storm-ready. With five championships in a row, the Kirkness Roofing dynasty looks every bit as strong as the Celtics of the '60s or the Yankees of the '50s. And like any great team, they're already eyeing the next title.

"We've got our eyes on six," said CEO Cybil Carney with a grin. "And with this lineup, I like our chances."

to clients. With the expertise of our agents and the full strength of Berkshire Hathaway HomeServices Floberg Real Estate, clients receive both the personal touch of a local business and the resources of a global network.

What brings customers back to your business?

Berkshire Hathaway HomeServices Floberg Real Estate Forever Agents® commitment has earned us a 99%+ customer satisfaction rating. Whether it's first-time homebuyers, luxury properties, commercial, ranch, industrial, or investment real estate, our agents are with clients every step of the way — advocating for them and watching out for their best interests.

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

While we carry the Berkshire Hathaway name, we are locally owned and operated by a Montana family. Two of our children now work in real estate alongside us, continuing the tradition of service. Our team is deeply rooted here, and the decisions we make always come back to what's best for our clients and our community.

What makes your business a good place to work?

An Attitude of Abundance. Our agents and staff have access to top-tier training, marketing tools, and leadership support; but more importantly, they know they are part of a family. We celebrate wins together, encourage one another during challenges, and make work something to look forward to. With our brokerage participating in over 30% of the transactions in our regional market, there's plenty of opportunity left to go after!

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

Billings and the surrounding communities embody the values we hold dear — trust, honesty, hard work, and genuine care for one another. We love seeing clients turn into friends and friends into lifelong relationships. Living and working in a place where community matters so deeply is an incredible blessing.

What can customers expect when they walk through your doors?

They can expect a warm welcome, attentive listening, and professional guidance based on education and experience from start to finish. We want every client to feel comfortable and confident, knowing they have a dedicated team walking alongside them as they make some of life's most important decisions.

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

What an incredible blessing! To be chosen by our community as the Best Real Estate Brokerage 12 TIMES means people see and value the heart, dedication, and hard work our entire team puts into every client relationship. It motivates us to keep building new relationships, helping more clients reach their real estate goals, and continuing to give back to the community that has given us so much.

What are you most proud of?

We are most proud of the people — our agents, staff, and clients — who make up our story. Over the years, we have built a culture that values integrity, abundance, and connection. Seeing our team support each other, serve clients with excellence, and invest in the community makes us prouder than any number or statistic ever could.

What's your secret to good customer service?

It's simple: the Golden Rule. Treat everyone as you would want to be treated yourself. Listen first, serve with integrity, and treat every client as though they are family. Real estate can be overwhelming, but when people know you genuinely care and are willing to go the extra mile, trust and satisfaction naturally follow.

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

Giving back is woven into our culture. Each year, our agents and staff organize the Sugar Showdown, an auction of baked goods and personalized dinner events that raises thousands of dollars for local nonprofits. This year's recipient was the Ronald McDonald House, where our agents donated over $19,000 in one evening buying baked goods and dinners that they made and donated! We sponsor local community events, youth programs, wildlife conservation efforts, and regional schools and organizations that make Eastern Montana a better place to live. This fall, Forever Community returns on October 3rd at the United Way of Yellowstone County campus — with over 40 local nonprofits, music, food trucks, and neighbors coming together for a fun evening. We look forward to seeing you all there!

How do you build trust with clients?

We listen. We're honest, transparent, and reliable advocates for our clients' needs and wishes. We create a clear plan, communicate every step of the way, and most importantly — we do what we say we're going to do.

What makes your business popular?

Berkshire Hathaway HomeServices Floberg Real Estate is the #1 Real Estate Brokerage in Eastern Montana because of our agents and staff. Clients know they can count on us for proven results, but what truly makes us popular is our culture of integrity, abundance, and community focus.

Fun fact about your business?

Every April, our agents split into two teams — the Banditos and the Federales — for a friendly competition called Steak & Beans. The contest wraps up with our Sugar Showdown fundraiser, where baked goods are auctioned off to raise money for nonprofits. It's a tradition that combines fun, teamwork, and giving back — a perfect reflection of who we are.

FINALISTS

- Montana Real Estate Brokers, 2050 Broadwater Ave., Ste. B
- PureWest Christie's International Real Estate, 525 Henry Chapple St., Ste. 1

ROOFING COMPANY

Kirkness Roofing
47 years in business
144 Moore Ln.
(406) 256-1798
kirknessroofing.com

What makes you stand out from the competition?

I really feel it is our heartfelt attempt to make every project seamless and painless for our customers. Customer service is our highest priority.

What brings customers back to your business?

Great customer experiences. If a

client is satisfied with the work we have provided, we feel they will be a returning customer.

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

We are a 100% woman-owned company and have been for the last 5 years.

What makes your business a good place to work?

Many companies describe their employees as family. Our company acts and functions as a family every day, we respect each other, and all have a common goal for our customers. The closeness of our group is amazing, and we rally around any family member when they are in need.

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

The Billings community has been so good to us over the last 47 years and it's easy for us to give back to our friends and neighbors.

What can customers expect when they walk through your doors?

A friendly greeting and a willingness to help them in any way possible.

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

Well, this is the fifth year in a row, and we are always flattered by the support we get from the community; however, this win has to be the biggest so far for us.

What are you most proud of?

The fact that we have been able to continue our high level of customer satisfaction for five straight years. It gives me hope that we will be able to continue performing at a high level for our clients.

What's your secret to good customer service?

Everyone in the company is pulling in the same direction to meet our goals for the best customer experience possible.

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

We continue to offer our services to Habitat for Humanity and will donate to specific charitable causes in the Billings community. We also have sponsored many local youth sports leagues.

How do you build trust with clients?

Really, building long-term trust is just doing what is right on every project, it's as simple as that.

What makes your business popular?

I think that it really shows dividends for our entire team to provide great customer service, we are committed to this and strive to continually find ways to improve.

Fun fact about your business?

We have been in business for over four and a half decades. This is in an age when 80% of roofing contractors are out of business within 5 years, and so it is a testament to our commitment to providing the best customer experience. When Kirkness Roofing was founded, there were only 4 roofing contractors in Billings; now it seems like there are 4 new contractors every week.

FINALISTS

- Sprague Roofing, 2120 Main St.
- YellowBall Roofing and Solar, 3160 S Frontage Rd., Ste. B

RUG STORE

Rich's Modern Flooring

50+ years in business
713 Main St.
310 Gallatin Farmers Ave., Belgrade
(406) 388-7955
richsflooring.com

What brings customers back to your business?
We strive to make sure everyone has a good experience from start to finish of a project. The quality and value of the products offered, and all the knowledge and resources we have to offer.

What's something your customers may not know about your business?
We have always been a locally owned family business.

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

What are some of the things you do to give back to the community?
We try to be a big donor to Habit for Humanity and support the local food bank.

How do you build trust with customers?
We try to get to know them on a one-on-one basis. Listening to their needs and learning their lifestyle to help them get the right products for their home or business.

FINALISTS

- Pierce Flooring and Cabinet Design Center, 2950 King Ave. W.
- Stone Mountain Interiors, 710 Carbon St., Ste. A

VACUUM STORE

Stuart's House of Vacuums

55 years in business
3127 Central Ave., Ste. 3
(406) 656-8681
stuartshouseofvacuums.com

FINALISTS

- Aerus Electrolux, 1010 Grand Ave., Ste. E

WINDOW & DOOR STORE

Win-Dor Industries

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

What makes you stand out from the competition?
What sets Win-Dor Industries apart from the competition is the experience of our entire team, from sales to the installers and service department, everyone here has a wealth of knowledge in the window and door Industry.

What brings customers back to your business?
We do have a lot of repeat customers, and I believe the biggest reason why is the fact that we take care of all our customers from the point of sale until the job is completed. We feel there is no bigger testament to a business than repeat customers.

What's something your customers may not know about your business?
My father (Toby R. Kline) started Win-Dor Industries in 1986, and it remains family-owned to this day, with the third generation now working for us.

What makes your business a good place to work?
We treat our employees the same as our customers and I believe that's why we have many 20 plus year employees.

What do you enjoy most about having your business in this community?
Billings has grown a lot in the 39 years that Win-Dor Industries has been in business, but it still has that small town feel. We hear quite often from customers that someone they know has had a great experience with us and that's why they decided to work with us; so, the community is very important to us.

What can customers expect when they walk through your doors?
You can expect to be greeted by our friendly staff and work with our knowledgeable sales team that will walk you through our extensive showroom.

What does it mean to be voted Best of the Best?
We have a lot of tough competition in the window and door industry in Billings, so to even be in the running is a big deal, but to actually have been voted "Best of the Best" for the last 7 years feels amazing!

What are you most proud of?
I am most proud of the team that makes up Win-Dor, and that has helped us become who we are today.

What's your secret to good customer service?
I feel like communication is a big part of customer service and we strive to keep communication open with our customers as much as possible.

What are some of the things you do to give back to the community (charity work, donations, etc.)?
Win-Dor Industries has partnered with a multitude of charities like St. Jude's, Homes for Hope, Habitat for Humanity, and has also sponsored locally: the Billings Mustangs, Billings Royals Legion Baseball, and Lockwood Little League Baseball & Lacrosse. Win-Dor is also very proud of all our military and its veterans, and we therefore offer a Military Discount.

How do you build trust with customers?
We are always honest with our customers and try our best to provide them with the best job possible.

What makes your business popular?
Win-Dor offers great products at a fair price, and I think that's what everyone is looking for.

Fun fact about your business?
Everyone here loves Proof Donuts!

FINALISTS

- Renewal by Anderson, 619 Daniel St., Ste. 2
- Reynolds Window and Door, 915 Broadwater Ave.

★ PEOPLE ★

ACCOUNTANT

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

What makes you stand out from the competition?

Doing taxes is stressful and going into business is a big decision. We work with our clients one on one and make sure we are getting them the help they need, whether it is filing those year-end taxes or starting and growing their business. We offer services that are designed for each client. Not one client's needs are the same as another's, and we recognize that and help them with what they need.

What brings customers back to your business?

We welcome them into the Woods Accounting family. We try to know the name of everyone that walks through the door, because you are not just a number to us. We have a staff that has been around for a few years now, and so people deal with the same staff each time they come in.

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

We love helping people and seeing the business grow. Doing puzzles is what we love to do, that is why the logo was created as that.

What makes your business a good place to work?

We love to laugh, have fun, and enjoy talking to people. We get to meet so many different types of people, and there is always something new each day.

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

I love having a business in the community because there are so many things that you can do to support each other. Having a small business, I know the struggles of starting out. So being able to help other businesses grow, and support community activities, is a wonderful feeling. I love being able to give back.

What can customers expect when they walk through your doors?

We try to make the office feel like home. We welcome you in and help you with whatever needs you have; whether that is with taxes, bookkeeping, payroll, or just to chat about the newest trends. We always decorate the office for the holidays; we have fun with it.

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

This will be the 10th time we have won Best of the Best. We are so honored that our clients, friends and family feel confident in the work we provide, and that they love what we are doing. We wouldn't be here without all of them. We thank them for their continued support throughout the years.

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Billings OB-GYN ASSOCIATES

(406) 248-3607
1611 Zimmerman Trail
Billings, Montana 59102
billings-obgyn.com

What are you most proud of?
I am proud to see where the business is currently at. It started in 2008 in my home, and we are now in a great location. I have a fabulous staff, and we are growing and learning more every day! I can't wait to see where we are in the years to come.

What's your secret to good customer service?
Listening. That is the secret to customer service. You need to listen to the client. Everyone has something else going on in their life, whether it is good or bad. With all the day-to-day things people are involved in and busy with, sometimes you just need to sit and listen.

What are some of the things you do to give back to the community?
Giving donations to non-profits, schools, 4-H groups, or people raising money for help; we try to help where we can. We also help during the holidays with gifts for kids and those in need.

How do you build trust with clients?
By providing great customer service, listening to the client, helping with their needs and staying up on the most current laws and happenings around. We greet each client with a smile and welcome them by name and help them with whatever they need.

What makes your business popular?
Taxes and accounting (bookkeeping and payroll) are not popular, but everyone needs them at some point in their life. We just hope that when they do need those services, they remember us and give us a call or stop by.

Fun fact about your business?
Halloween is our favorite holiday. We love to play pranks on each other and hide fake spiders around the office for each other to find.

FINALISTS

- Connor Larson - Colleen Black & Company, 1925 Central Ave.
- Hanna Bloom - Bloom Business Solutions

ATTORNEY

Colin Gerstner

Gerstner Adam Law
8 years in business
2828 1st Ave. S.
(406) 969-3100
gerstneradamlaw.com

What makes you stand out from the competition?
We give personal attention to all our clients. Paul and I get to know our clients, and we work to get the best results we can. This separates us from the large personal injury firms where you might not ever meet your attorney.

What's something your customers may not know about your business?
Paul and I are both Billings-raised. We attended elementary, junior high, and high school together.

What do you enjoy most about having your business in this community?
I love supporting and giving back to local organizations that work to make Billings a better place to live and work. We're active in youth activities, and we have great relationships with several local non-profits that serve our community.

What can customers expect when they walk through your doors?
A welcoming and understanding environment. We pride ourselves in not being a stuffy law firm. Our clients are often in a vulnerable state when they call our office. We make folks comfortable and speak to them in a reassuring manner as we discuss their situation.

What does it mean to be voted Best of the Best?
It's a big honor. We are a small firm with only two attorneys. We don't have a large marketing budget. So, it means a lot that friends, family, and clients (both former and current) take the time to vote for me.

What are some of the things you do to give back to the community?
I've coached several youth sports over the years, including baseball, basketball, and soccer. We also make a point to sponsor numerous charity events. If you're at a charity golf event, there's a good chance you'll see me and Paul there.

How do you build trust with clients?
We create a relaxed environment and let our clients feel comfortable letting us into their lives. I also have honest conversations with my clients, and I never lead them on to believe that we can achieve something that is not possible.

Fun fact about your business?
We have a putting green in our office. I'm often seen wearing my wireless phone headset and working on my putting while talking to insurance adjusters.

FINALISTS

- A.J. Miller - Miller Tourtlotte Law, 1643 24th St. W., Ste. 308
- Christopher Voigt - Crowley Fleck, 490 N. 31st St., Ste. 500

BARTENDER

Lisa Chavez

Carbone's Pizzeria & Pub
13 years in business
3925 Grand Ave.
(406) 281-8431
carbones406.pizza

FINALISTS

- Ayanna White - Fenway's Sports Bar and Casino, 4241 Kari Ln.
- Kacey Joest - Canyon Creek Brewing, 3060 Gabel Rd.

CHEF

Jason Marble

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

FINALISTS

- Andy Glynn - The High Horse Saloon & Eatery, 3953 Montana Ave.
- Brandon Alamillo - Ciao Mambo, 2301 Montana Ave.

DENTIST

Dr. Benjamin Holloway

Brewer Dental Center
42 years in business
2900 Central Ave.
710 Main St.
(406) 656-6100
brewerdentalcenter.com

What makes you stand out from the competition?
We provide comprehensive care that is convenient and comfortable for our patients. By providing comprehensive dental care, we can develop a treatment plan that caters to each individual; and one that is in their best interest and allows them to choose the treatment that is right for them. We provide the most basic dental treatment such as cleanings and fillings, but also provide complex dental treatment such as implants, oral surgery, and Implant supported dentures.

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

At BDC, it truly feels like a family. We struggle together and succeed together. I have been privileged to work with such great people over my 18 years here, and we learn and grow from each other. As each individual does their part, it lightens the load for everyone else, which allows us to provide the best dental care available. BDC is what it is today, because of the team that works here!

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

Since my family and I moved here in 2007, we have enjoyed all that Billings and the surrounding communities have to offer. It has been an awesome place to raise a family with other individuals that share the same values and are as friendly as they come. It has been an honor and privilege to have a business here in Billings, Montana where the community is so supportive.

What can customers expect when they walk through your doors?

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

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

I personally know many of the dentists here in Billings whom I admire and believe to be some of the best dentists in the country. It is truly an honor to be voted Best of the Best amongst such accomplished individuals. I am truly thankful for all the support and votes from the individuals that have made this possible.

How do you build trust with patients?

Let them be a part of the decision-making process when it comes to their treatment. Many times, there can be several treatment options when it comes to fixing a tooth problem. I let them know what their options are and even let them know what treatment I would do for myself, or what I would recommend to a family member if they were in a similar situation. After answering all questions and providing all the necessary details of their treatment options, I let the patient choose the treatment they feel is in their best interest. This now becomes a treatment that is truly "Just for You."

FINALISTS

- Dr. Lisa Thompson - Thompson Family Dentistry, 921 Broadwater Square
- Dr. Mike Heringer - Turley Dental, various locations

ESTHETICIAN

Amber Hirschi
Plush Studios & Medical Aesthetics
10 years in business
1423 38th St. W., Ste. 1
(406) 969-2018
plushskincarestudio.com

FINALISTS

- Kialy Lessard - Element Skin Therapy, 411 24th St. W., Ste. 113
- Natalie Brown - Fresh Beauty Aesthetics, 1423 38th St. W.

FINANCIAL ADIVSOR

Adam Gross
Retirement Solutions
11 years in business
178 S. 32nd St. W., Ste. 1
(406) 794-2627
retire-solutions.com/adam-gross

What makes you stand out from the competition?

Clients often tell us it's the way the focus is always on them, their story, their goals, and what success means in their lives. We don't push products or companies. Instead, we build a plan that reflects what matters most to them.

What brings customers back to your business?

It comes down to trust, care, and consistency. Our clients know they're valued, and that our team is committed to looking out for their best interests every time they walk through the door.

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

All of the artwork in our office is my own photography, taken from around Billings and Montana. Now that we've moved into a bigger space, we have much more wall space and many more photos to showcase the beauty of our community.

What makes your business a good place to work?

The secret to a great workplace is having a team that's more than just a group of individuals. It's about creating an environment where like-minded people come together and accomplish more than what seems possible on paper. Leah Brockschmidt is a great example. She began as my Licensed Service Assistant, later took on the role of Office Manager, and, in less than a year while still working full-time, passed her SIE, Series 7, and Series 66 exams. Today, she continues to serve

as my Office Manager while also acting as an Associate Financial Advisor. Her growth and drive have shaped the culture we're building, and I'm grateful every day for her and the rest of our team.

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

There's something unique about serving your neighbors, friends, and fellow community members. Helping them reach their financial goals not only strengthens families, but also builds a stronger Billings for everyone, whether they're raising kids, starting a business, or retiring here.

What can customers expect when they walk through your doors?

Whether you've been with us for decades, you're brand new, or even if you wandered in by accident thinking we were the dentist next door, you can expect to feel seen, welcomed, and treated like you matter. Add in coffee, a smile, a firm handshake, and a genuine conversation, and you'll know you're in the right place.

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

It's a tremendous honor, and one that belongs to our entire team. Recognition like this, along with being named to Forbes' Top Financial Security Professionals Best-In-State list for 2025, reminds us that the work we do together is making a difference.

What are you most proud of?

My family will always be what I'm most proud of. My wife is my biggest encourager, and my daughters inspire me daily to grow, adapt, and keep perspective on what truly matters. Professionally, I'm proud of the culture and team we've built. Seeing team members like Leah step into new opportunities, balancing her role as Office Manager while also becoming a licensed Associate Financial Advisor, makes me proud of what we're building together.

What's your secret to good customer service?

It's not just about solving a need it's about understanding why that need exists. When you know the "why," you can create solutions that truly matter. Pair that with genuine care, and customer service becomes second nature.

How do you build trust with clients?

I believe in treating every client like family, and that means giving advice and making decisions as if it were for my own household. When clients see consistency, transparency, and care, trust follows naturally.

FINALISTS

- Elery Polkow - Edward Jones, 1480 17th St. West
- Kyle Geffre - Stockman Wealth Management, 402 N. Broadway

INSURANCE AGENT

Casey McGowan

Stockman Insurance
31 years in business
1405 Grand Ave.
(406) 655-3976
stockmanbank.com/insurance

What makes you stand out from the competition?

My ability to build meaningful relationships that bring value to my customers in an advisory capacity, to help them manage and make better decisions regarding their risk tolerance in business.

What brings customers back to your business?

Client first customer service, honesty and integrity, and them knowing I am always looking out for their best interest.

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

We have to sell the carriers on the business we represent, to make sure we are covering the exposures correctly and getting the best pricing we can for our clients. We then have to sell the customer on what carrier option is best for them. More times than not, price isn't the driving reason why I recommend one carrier over another. There are plenty of transactional agents that sell based on the lowest price. To me, making sure proper coverage is in place far outweighs saving a bit of money.

What makes your business a good place to work?

Working for a family-owned, community-focused independent agency really brings me back to my roots in this industry, where we believe doing the right thing every time builds a culture of caring and connectivity with the communities we serve.

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

I will go back to the relationship nature of the insurance business. I have been involved in the Billings business community for over 25 years and have fostered very meaningful relationships with my clients that go far beyond business deals.

What can customers expect when they walk through your doors?

They will be greeted with friendly service. At Stockman Insurance, our main focus is customer service. You will always work with someone in Montana who is focused on providing local expertise.

What are you most proud of?

The team that Stockman Insurance is building across the state. We are one of the largest independent and locally owned agencies in the state. I look forward to driving our team to new levels of success statewide.

What's your secret to good customer service?

Honest conversations. Sometimes the news we have to deliver is not the easiest conversation to have. I have found that honesty, along with a plan to help the client work towards better market placement in the future goes a long way.

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

I have been on countless boards in the community over the course of the last 25 years. Most notably, I spent 8 years on the Billings Chamber of Commerce Board, helping steer the direction of this town in a positive direction; working alongside other community leaders was very rewarding.

How do you build trust with clients?

Being real, being honest, doing what you say you are going to do, and being responsive to their needs.

Fun fact about your business?

We are family owned and community focused; operating exclusively in the state of Montana. That allows us to make more responsive and better decisions based on the needs of the communities we serve.

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1844 Broadwater Ave, Ste 2 • Billings, MT 59101 • (406) 655-4200
www.tanzadnthings.com

FINALISTS

- Danny Betcher - Goosehead Insurance, 960 S. 24th St. W., Ste. I
- Roger Daniel - Farmers Insurance, 2047 Broadwater Ave., Ste. 1

INTERIOR DECORATOR

Tami Soumas
B Staged Montana
7 years in business
715 Lohwest Ln.
(406) 860-3657
bstagedmontana.com

What makes you stand out from the competition?

We continue to educate ourselves in the world of staging and design. We follow current design trends and study the psychology of marketing a home for sale. We continue to add to and refresh our inventory in order to stay current. All these help us to aid our clients in selling their property fast and for the most money.

What brings customers back to your business?

We are dependable and do what we say. We are so proud of the trust our clients put in us to complete the job on time and efficiently.

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

Something they may not know is that we have a showroom next to our warehouse and hold several sales a year to retire some of our inventory and make room for new.

What makes your business a good place to work?

We are a small, local business. We value our team and respect the work they do. It is very important to us that our team feels valued and appreciated.

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

I have made so many friends and acquaintances in this business. I guess I am a people person, and I value the connections I've formed and appreciate that without these, we would not be in business.

What can customers expect when they walk through your doors?

A friendly, welcoming staff that really love making homes beautiful and assisting to the best of their abilities.

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

It means so much to have won this honor 5 years in a row now. I really appreciate all the support B Staged Montana has received, and we will continue to provide a level of service deserving of this honor.

What are you most proud of?

I am most proud of how far we have come in just 7 years. We started out in rented storage units and now we work out of a large, climate-controlled warehouse. 6 years ago, when we would stage 7-9 houses in a month, I thought that was amazing…now we will do 4-6 per week and have grown our inventory to handle about 50 homes at the same time.

What's your secret to good customer service?

Listen, and offer solutions from a place of service. I have a service-oriented heart, and it is important to me to provide a service I can be proud of and be happy to receive.

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

My husband loves to attend fundraising events that allow us to support our favorite causes.

How do you build trust with clients?

We love creating beautiful homes that wow our clients and potential buyers. Our clients know we are continually educating ourselves because we want to stay current and relevant. We show up when we say we will without rescheduling or having issues…our clients know they can depend on us.

FINALISTS

- Kara Gainan - Davidson Design, 2228 Grand Ave.
- Kate Knels - Bitterroot Cabinetry and Interiors, 3178 Gabel Rd., Ste. 2

MASSAGE THERAPIST

Chris Johnson
Plush Studios & Medical Aesthetics
9 years in business
1423 38th St. W., Ste. 1
(406) 969-2018
plushdayandmedspa.com

FINALISTS

- Ashlie Painter - Melodic Bodywork with Ashlie, 10th & Miles Ave.
- Shereena - Sanctuary Spa and Salon, 1504 24th St. W.

MORTGAGE LOAN OFFICER

Brian Hafner
Universal Lending Home Loans
9 years in business
2646 Grand Ave, Ste. 2
(406) 294-2661
ulhomeloans.com/lo/bhafner

What makes you stand out from the competition?

My team and I are here to elevate the entire homebuying experience. From first-time buyers to savvy investors, we bring unmatched communication, creative solutions, and a whole lotta hustle. We make it fun, we make it clear, and we make it happen. Also… have you met my team? Legends!

What brings customers back to your business?

It's simple: We treat every client like family, and we don't ghost after closing. We stay in touch, provide tools to track their home value, and we're always here to answer questions, run numbers, or celebrate life wins. They know we will pick up the phone, shoot straight, and help them make smart moves every time. Also… we make the process way less stressful. And dare I say… kinda fun?

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

We're not some giant call center or online robot. We're a local team based right here in Billings, Montana. You can literally walk into our office, high-five us, and get real answers from real people. Oh, and we don't just do "vanilla" loans. We've got outside-the-box programs for self-employed buyers, VA loans, first-time buyers, and even investors. If there's a way to make it work, we'll find it.

What makes your business a good place to work?

We've built a culture where people genuinely enjoy showing up every day. We celebrate wins, support each other through challenges, and have a lot of laughs in between. Everyone has a voice here — and we all share one mission: helping people achieve homeownership while having some fun along the way.

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

Easy. It's the people. Billings is full of hard-working, kind-hearted folks who care about their neighbors — and that's exactly the kind of environment I want to be a part of. Whether it's helping a first-time homebuyer, supporting a local fundraiser, or cheering on my kids, I love being rooted in a place where relationships matter and community comes first. Montana isn't just where I work, it's home.

What can customers expect when they walk through your doors?

You'll be greeted with a smile, probably some bad jokes, and a team that's 100% focused on making your homebuying journey smooth, smart, and stress-free. We're professional, but not stuffy. You'll feel heard, supported, and like you're working with people who actually care, because we do. Whether it's your first home or your fifth investment property, we'll walk you through it with clarity, confidence, and maybe even a high-five or two.

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

It means everything. To be voted Best of the Best, especially by the people in my own community, is the ultimate compliment. It tells me my team and I are doing something right: showing up, working hard, and helping people feel confident about one of the biggest decisions of their lives. This isn't just a job to us. It's personal. And this kind of recognition reminds us why we love what we do and who we do it for. THANK YOU, Billings. Let's keep raising the bar together.

What are you most proud of?

I'm most proud of the impact I've made helping people achieve homeownership, especially first-time buyers, veterans, and families who didn't think it was possible. But beyond the loans, I'm proud of the relationships. I've built a business on trust, communication, and doing the right thing and that's led to a community of clients who become lifelong friends.

What's your secret to good customer service?

It starts with listening, really listening, to what each client needs. From there, it's all about clear communication, honest advice, and being ultra-responsive. We are the team who answers the phone, sends the update, and makes sure you never feel in the dark. Also, we treat every loan like it's our family's. That mindset keeps the bar high, every single time.

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

Giving back is a core part of who I am, it's not just about loans, it's about impact. I'm proud to serve as President of the Grizzly Scholarship Association, raising funds for student-athletes across Montana, and as President of the Board for Habitat for Humanity, helping build safe, affordable housing for local families. I also support tons of local events, silent auctions, youth sports teams (shoutout to my son's flag football squad!), and love partnering with other small businesses to lift each other up. This community has given me so much, giving back is the least I can do.

How do you build trust with clients?

We build trust the old-fashioned way: by doing what we say we're going to do, every time. We're big on clear, proactive communication, walking clients through every step so there are no surprises. Whether it's answering late-night questions, double-checking numbers, or giving honest advice (even if it means less business for us), we're in it for the long haul, not just the transaction. We treat our clients like family, and that trust keeps them coming back… and sending their friends.

FINALISTS

- April Malacas - Stockman Bank, 402 N. Broadway
- DeDe Stoner - Guild Mortgage Company, 3127 Central Ave., Ste. 4

NAIL TECHNICIAN

Shelby Kappel
Glow Salon
17 years in business
1807 Grand Ave.

FINALISTS

- Elaina Pelesky - Knock Out Beauty, 926 Main St., Unit 24
- Whitney Grice - Plush Studios & Medical Aesthetics, 1423 38th St. W. Ste. 1

OPTOMETRIST

Dr. David Bauer
Bauer and Clausen
17 years in business
100 Brookshire Blvd.
(406) 656-8886
billingseyedocs.com

What makes you stand out from the competition?

All of the eye doctors take the time to listen to our patients carefully. Every person has a unique story, and I want to understand not just their vision needs, but how those needs affect their daily life.

What brings customers back to your business?

Patients return because they trust us to understand their concerns, answer their questions, and explain a diagnosis and treatment plan in detail. We ensure that patients feel informed, respected, and cared for.

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

Many don't realize that Bauer & Clausen Optometry started as a partnership with my wife, Dr. Robyn Clausen. We built this practice together with the goal of serving our community with compassion and excellence.

What makes your business a good place to work?

Our practice is a place where people grow. I'm proud that our team has opportunities for advancement and professional development, because investing in them ultimately benefits our patients.

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

I take great pride in caring for the people who make this community special. It's especially meaningful when I see multiple generations of the same family come through my exam room.

What can customers expect when they walk through your doors?

Patients can expect a warm welcome, a comfortable experience, and a thorough exam. My goal is always to provide clarity—both in vision and in understanding the results.

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

Being selected as the best optometrist is deeply humbling. To me, it means patients feel valued and heard, and that they receive high quality vision care. That's the greatest honor I could receive.

What are you most proud of?

I'm proud of the relationships I've built with my patients. Knowing that people trust me with their eye health year after year is incredibly rewarding.

What's your secret to good customer service?

My secret is to approach every interaction with kindness and patience. I explain things at the pace and detail level each patient prefers. Clear communication is the foundation of trust.

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

Through our practice, we support programs like Tumbleweed, where we provide exams and glasses for teens in need. We also take pride in our scholarship program for students entering healthcare.

How do you build trust with patients?

I build trust by being transparent and approachable. I never want a patient to feel rushed; I want them to feel like their concerns matter, because they do.

What makes your business popular?

Patients appreciate that they aren't treated like numbers. They know they'll be cared for as individuals, and that's what keeps them recommending us to others.

Fun fact about your business?

I'm a technology enthusiast, and my family often relies on me for car advice. Patients sometimes laugh when I compare explaining eye technology to explaining how engines work—it makes the science easier to understand.

FINALISTS

- Dr. Haber - Heights Eyecare, 430 Lake Elmo Dr.
- Dr. Shawn Lebsock - Yellowstone Eye Care, 2120 Grand Ave.

PHOTOGRAPHER – CHILDREN

Arica Lipp
Arica Lipp Photography
11 years in business
1212 Grand Ave., Ste. 10C
(406) 290-9443
aricalipp.com

What brings clients back to your business?

Clients come back because of how I have made them feel about themselves and/or their business image. They trust me to capture them authentically and beautifully. They know they'll feel seen, guided, and cared for every step of the way, and they love the results.

What makes your business a good place to work?

It's creative, fulfilling, and personal. Every session is unique. I get to connect deeply with people and help them feel confident and celebrated.

What can customers expect when they walk through your doors?

A warm welcome, personalized attention, expert guidance, and a fun, relaxed atmosphere where they can truly be themselves.

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

It's an honor that means the world to me. It tells me my clients feel valued and love what we have created together.

What's your secret to good customer service?

Listening. I take the time to understand what each client needs, then guide them with care, patience, and creativity.

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

I donate sessions to local fundraisers, support small businesses with my photography, and collaborate with nonprofits; often including the Billings Symphony.

FINALISTS

- Jewel Diaz - Jewel Diaz Photography
- Sara Nagel - Sara Nagel Photography, 3710 Farnum Dr.

PHOTOGRAPHY – PORTRAIT

Arica Lipp
Arica Lipp Photography
11 years in business
1212 Grand Ave., Ste. 10C
(406) 290-9443
aricalipp.com

What makes your business popular?

Clients love the full experience. It's not just about photos; it's about feeling amazing. Unlike most photographers, thanks to my background and training in the arts before picking up a camera, I have dedicated my time and talents to mastering not just one genre, but all styles of photography. This allows me to curate each session in a new, fresh way. I take the memories and turn them into masterpieces.

How do you build trust with clients?

Through open communication, a clear and guided process, and delivering consistent, beautiful results they can count on time and again.

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

I create custom wall art collections tailored to your style and space – so your images become part of your everyday life, not just files on a computer or 5 seconds of fame on social media.

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

This community supports local talent and truly values meaningful work. I love

building lasting relationships with my clients who become friends.

What are you most proud of?

I am proud of the example I have set for others. In my own way, I demonstrate how each of our many different talents have value and contribute to society in meaningful ways. I hope this gives them courage to embrace what they were meant to accomplish to make this world stronger, more productive, and more beautiful.

What makes you stand out from the competition?

I offer a full-service, custom photography experience from client consultations, professional hair and makeup, to stunning, high quality images and custom wall art designed to fit your home or office. Every detail is crafted with creativity and care.

Fun fact about your business?

I now help strategize, create, and facilitate social media and marketing for my clients who need assistance in this area. I'm creating quality content in out-of-the-box ways, as I have always done, and then taking it to the next level of service.

FINALISTS

- Niko Cordero - 406 Memories, 304 N. 29th St.
- Sara Nagel - Sara Nagel Photography, 3710 Farnum Dr.

PHOTOGRAPHER – WEDDING

Sara Nagel
Sara Nagel Photography
15 years in business
3710 Farnum Dr.
(406) 794-4283
saranagelphotography.com

What makes you stand out from the competition?

A lot of photographers specialize in just weddings, just senior portraits, or just families. I do all three (as well as dog photography), and I do them in a way that feels cohesive and true to my style. This makes me the kind of photographer families can return to again and again, as their lives change throughout the years.

What brings customers back to your business?

I have a warm, down-to-earth way of connecting with people. Whether it's a couple on their wedding day, a high school senior, or a family with their dogs. I like to make people feel comfortable and natural in front of the camera; that ease comes across in my photos with genuine laughs, real expressions, and authentic moments.

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

I have a Bachelor's Degree in Graphic Design, and experience working at a print company, newspaper, and advertising agency. Each of these roles helped sharpen my eye for detail and strengthened my editing skills. Today, I bring that same level of precision to every photo I deliver, making sure my clients receive only the very best images.

What makes your business a good place to work?

Photography, to me, is all about storytelling, and I love finding creative ways to bring each story to life. When you work with me, there's always space to try new ideas, explore unique locations, and keep the experience fun and relaxed. Whether it's heading into the mountains or capturing cozy lifestyle moments indoors, I'm passionate about discovering what makes each person unique and preserving that through my lens.

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

I was born and raised in Montana, and I love leaning into my local roots. That's why you'll often find me photographing in Billings, Red Lodge, Bozeman, and Paradise Valley. My clients appreciate the sense of place woven into their photos, and I love that every session connects me with even more amazing people. Montana is full of incredible communities, and I'm so grateful to call it home.

What can customers expect when they walk through your doors?

People can expect a comfortable and fun experience! No stiff poses or awkward silences here. My clients will laugh, relax, and probably forget they are even being photographed. I focus on making sessions feel natural, so your true personality shines through.

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

Over the years, I've been honored with several nominations, but winning Best Wedding Photographer and being a finalist for Best Portrait & Children Photographer has been especially humbling. Our community is filled with so many talented photographers, so simply being considered among them feels incredible!

What are you most proud of?

I'm so proud of the relationships I've built with my clients over the years. After just a few sessions, they start to feel like family. It's such a privilege to document their biggest milestones and create lasting memories they can hold onto forever.

What's your secret to good customer service?

Having spent many years in the service industry, I'm a big believer in treating others the way I'd want to be treated. I always approach people with respect and a genuine smile. Giving compliments is my superpower! If I notice something great about you, I'll say it. You never know when a small kind word might completely make someone's day!

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

If you don't already know, I have a huge love for animals—especially dogs! I've volunteered at local shelters; photographing cats, dogs, and even guinea pigs to help them find homes. This year, I had the joy of photographing the Raise the Roof Event for Yellowstone Valley Animal Shelter, which raised funds for their new facility. I also enjoy supporting local Billings rescues with donations whenever I can!

How do you build trust with customers?

I focus on making every session all about you -- your story, your relationships, and this special season of life. Whether it's a wedding or portraits with your pup, I capture the small, in-between moments that make memories truly meaningful. My approach to posing is gentle, and I love chatting throughout the session to help you feel completely at ease.

What makes your business popular?

I get many referrals to my business because of a mix of personality, experience, and the way I make people feel during and after their session. Clients love that I'm down-to-earth and easy to be around. I make people feel comfortable (even if they normally hate being in front of a camera), which instantly builds trust and makes the session fun.

Fun fact about your business?

Although I took a photography class in college, I'm 95% self-taught. Over the years, I've learned so much about running a business through trial and error and worked hard to get to where I am today. Honestly, I can't imagine doing anything else. This is what I was born to do!

FINALISTS

- Amber Breuker - Amber Renee Photography
- Niko Cordero - 406 Memories, 304 N. 29th St.

THANK YOU

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DENNY MENHOLT
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- NEW - 13 YEARS IN A ROW

BEST CAR DEALER
- PRE-OWNED - 3 YEARS IN A ROW AND

BEST CUSTOMER SERVICE
- AUTOMOTIVE - 2 YEARS IN A ROW

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FOR OVER 35 YEARS WITH OVER 600 VEHICLES IN STOCK!

3000 KING AVE W | 896-3000 | WWW.DENNYMENHOLT.COM

REALTOR

Robin Hanel
Berkshire Hathaway
41+ years in business
1550 Poly Dr.
(406) 860-6181
robin@robinhanel.com

What makes you stand out from the competition?

Consistent market presence, branding and community involvement over multiple years has positively resulted in 'standing out'. This is due to a rare combination of annual award-winning real estate sales with years of trusted top production lending experience, totaling approximately 41+ years. These attributes plus the priority of commitment to client satisfaction, perseverance, earned trust/reputation, a large sphere of influence, community participation, the ability to listen/negotiate, and my positive vision/attitude are what have made the difference. I am determined to reach goals but realize that this is achieved with the teamwork of Team Hanel and our office, combined with other parties in our real estate industry. It is important to recognize that many make a difference to bring together our sales and to share the credit with grace. Thank you!

What brings customers back to your business?

Customers come back to us as a result of keeping in touch with them over many years, a variety of marketing choices, networking, positive last impressions, and sharing gratitude always. A substantial part of our business is previous clients; including business relationships returning or their referrals of family, co-workers, and friends. We keep in touch with the business side, but also on a personal note, so as to build a lasting relationship and trust. I(we) become the source for our clients as their "Lifetime Realtor" relationship - which is a true honor.

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

Striving to constantly be available to our clients has always been a high priority, and we are "on call" and "self-employed" as needs, questions, and schedules are not always 8 am - 5 pm. It is important to continue to invest in business marketing/updates, training, professional marketing, market awareness, and tools to be serve our clients. It is valuable to have in our "tool belts," a network of strong relationships for every situation, as every sale has a different opportunity (or challenge). Real estate has been my career for many years, and I always take it very seriously to reflect a high standard of professionalism and integrity.

What makes your business a good place to work?

Local ownership, yet international influence with marketing! Berkshire Hathaway HomeServices Floberg Real Estate offers a community involved, mid-town convenient professional office setting with curb appeal, and a welcoming atmosphere/staff. The respected and trusted Berkshire Hathaway brand combined with the legacy of Floberg Real Estate is a beneficial combination. The in-house staff for processing transactions, and training and teamwork of realtors in our office are what help us to best serve our clients. The office is like a supportive family, who give back to their community; in which we all have the opportunity to participate.

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

Our community has given back to us over the years with relationships, referrals, and many priceless opportunities. The network of providers in our community are well trained professionals that make our job easier to serve our clients. We cannot go anywhere without knowing someone and most of the time, we do not need to use GPS, we just "know" our direction to the next home. We are blessed to live in a strong community for real estate, and an area that people want to live and relocate. It is easy to tour what Billings has to offer and witness the great people that choose to live here. There are many activities and a variety for everyone's needs. Real estate has been a great investment for our clients and for this reason, it is a great choice to be in the real estate business in our community, and the state of Montana. Every transaction is a reunion with a previous client or an opportunity to make a new relationship and friend!

What can customers expect when they walk through your doors?

A smile and prompt "Welcome" and "How can we help you today?" followed by listening and action. They can expect consistent top-notch service from anyone in our office, and a professional first impression combined with warmth and kindness.

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

This is truly an honor and a highlight of my career! To achieve this recognition for the fourth year, was nothing I ever expected. To have received this honor took my breath away, was humbling and surprising, and it made my day. I must admit, I am extremely proud, and I sincerely thank everyone from the bottom of my heart. Thank you!

What are you most proud of?

The relationships and opportunities that I have been blessed to gain over my career. I am proud of my husband, Tom Hanel, my family; and Team Hanel associate, Korinne Rice. Plus, many co-workers that have been supportive, and have always been there for me for many years. I am proud to see houses that are now "homes," for those that we have worked with.

What's your secret to good customer service?

Every moment is an impression and an opportunity to serve your client. Communication and dedication are key priorities.

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

I have been involved in numerous organizations and Boards over many years; and have given back time, financial support, experience, and awareness. There are too many to

mention, but overall being involved and giving back has given me many gifts in return. I have loved coming to know our community and its needs/members.

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

By keeping their business private, sharing beneficial knowledge for their situation, commitment to timeliness and expectations, and experience on how to handle situations/negotiate to achieve goals. Integrity, knowledge, listening, professionalism, and communication builds trust. Being trusted by my client is the highest honor.

What makes your business popular?

It is definitely popular with the number of businesses in our industry, and it is appealing to have flexibility and the opportunity to be on commission.

Fun fact about your business?

I always like to get to know the pet's names of our clients. It makes me chuckle to see the smile on a client's face when you ask how "Daisy" or "Milo" is doing and adjusting to the new home. I like to remember key facts such as a favorite ball team or hobby.

FINALISTS

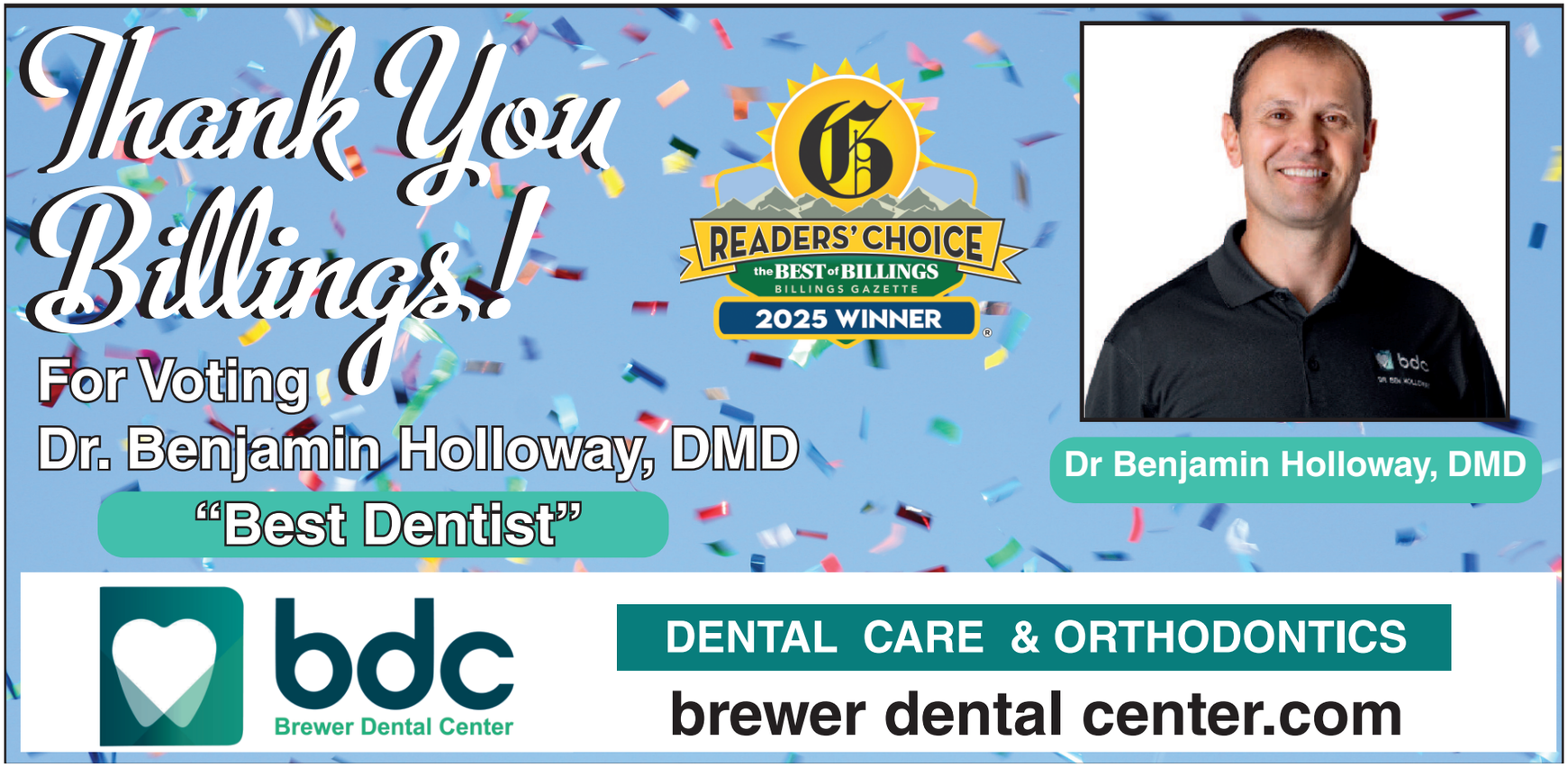
- Chris Dunn - Montana Real Estate Brokers, 2050 Broadwater Ave., Ste. B
- Tyler Samson - NAI Business Properties, 3412 Colton Blvd. Unit 201

TATTOO ARTIST

Whitney Donahue
Forget Me Not Tattoo
5 years in business
2059 Broadwater Ave., Ste. B
(406) 702-1784
facebook.com/wittyart

FINALISTS

- Cindy Hahn - Cin City Tattoo, 2075 Central Ave., Unit B
- Ian Payne - Death Before Dishonor Tattoo, 320 N. 30th St.



BANK

Stockman Bank

72 years in business

2700 King Ave. W.
800 Main St.
1450 Shiloh Rd.
402 N. Broadway
1405 Grand Ave.
(406) 655-2400
stockmanbank.com

What makes you stand out from the competition?

Two things:

1) Our employees for sure. Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.

2) We only bank in Montana. Therefore, we are only focused on Montana. So, our friends and neighbors really are banking with a Montana Bank.

What brings customers back to your business?

Stockman Bank has a great reputation across the state in every community that we serve. Our customers know they are our priority and will be treated well.

What makes your business a good place to work?

Our culture. Our employees have a voice, opportunity for career growth, and the ability to make decisions.

What can customers expect when they walk through your doors?

A smile, someone that knows their name, and great personal service.

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

It's awesome – especially for our employees. They are the reason Stockman Bank was voted the Best of the Best.

What are you most proud of?

We are most proud of the fact that Stockman Bank is a true Montana community bank. We live and breathe Billings, and we truly support and promote our neighbors.

What's your secret to good customer service?

Our dedicated employees. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

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

We give back to our community through financial donations and countless volunteer hours. We strive to make a difference and believe there is more than one way to have a positive impact.

How do you build trust with clients?

It's about one-on-one relationships. Our clients quickly find out that our talented bankers are knowledgeable, responsive, and consistently work hard to exceed expectations.

What makes your business popular

We are a fourth generation, Montana family-owned bank. We offer one-stop banking for every member of your family, from savings accounts for kids, home loans for first-time home buyers, small business loans, to insurance and wealth management services.

Fun fact about your business?

We are Montana's largest, privately held, family-owned bank with 41 statewide locations and six located in the Billings area to better serve our customers.

FINALISTS

- First Interstate Bank, various locations
- Western Security Bank, various locations

BUSINESS PROMOTIONAL PRODUCTS

Graphic Imprints

22 years in business

120 N. 18th St.
2505 S. Russell St., Ste. 210, Missoula
(406) 256-0894
graphic-imprints.com

What makes you stand out from the competition?

We produce 90% of our products in-house.

What brings customers back to your business?

In any business there are errors. We pride ourselves on making sure we fix those errors, no matter what the cost or inconvenience.

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

We can print over 2,500 shirts in a single day.

What makes your business a good place to work?

The culture here is family. We laugh, we cry, and we smile together. We are a team!

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

The friends and customer relationships we make every year with every order. These relationships are vital to our business and our customer experience.

What can customers expect when they walk through your doors?

A unique experience. All our customers are handled in a very personal way and will always be assured of a special experience and a great product.

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

We are very honored and excited to know that the community and our customers recognize our hard work and commitment to creating great products.

What are you most proud of?

90% of our business is return customers. We are very proud of this and understand it is the core of our business.

What's your secret to good customer service?

Consistency – great customer service means doing it all the time, (not just when you feel like it). Exceed the needs of our customers. Wowing the customer, not just giving them satisfaction. The customer– great customer service treats the customer as an individual, rather than as a group or company.

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

We are involved in and sponsor numerous charity events across the state. Women's Run, Hoofin' it for Hunger, Mack Attack; to name a few.

How do you build trust with customers?

Offer excellent customer service. Be transparent with all customers. Ask for feedback on how we can improve. Cultivate relationships. Don't play the blame game.

What makes your business popular?

Our team is committed to building trust and lasting relationships with our customers and our amazing community.

Fun fact about your business?

Combined, our employees have over 200 years of experience in our industry. We also have a brand new website that was launched a few months ago.

FINALISTS

- Creative Monograms, 122 N. 30th St.
- Dynamic Designs, 1860 Monad Rd.

COMPUTER REPAIR SHOP

Billings Tech Guys

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

What makes you stand out from the competition?

Billings Tech Guys is proud to be 100% locally owned and operated. We started over ten years ago focusing on providing the best possible tech services to the Billings community. We know the community and love helping our clients. Our experienced technicians speak plainly, fix issues quickly, and recommend solutions that fit your goals, not ours.

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

Many people know us for computer repair, but we're a full-service technology partner. Alongside repairs, we run Galactica CyberSecurity, our dedicated Managed Security & IT division that keeps local businesses safe and productive—blocking hackers and scams, securing their data. We also operate an AI division that builds secure, business-ready AI to cut busywork and boost customer service—think private company chat for your documents, smart phone/website assistants that answer and route calls, automated workflows for intake/quotes/scheduling, and fast document drafting and summaries—all designed with security and compliance in mind. And yes, we still do the hands-on stuff you expect. We build custom PCs, remove viruses, mount TVs and home theaters, and set up smart homes—all with a showroom stocked with trusted brands.

What makes your business a good place to work?

We've built a team of experienced problem-solvers who genuinely enjoy helping people as much as they enjoy technology. We hire for attitude and integrity first, then invest in skills with ongoing training, vendor-led workshops, certification prep resources, and plenty of hands-on time. Day to day, our techs work with clear processes and modern tools, and leaders who remove roadblocks so the team can do their best work. We keep the vibe upbeat and family-like. We cross-train across repairs, networking, cybersecurity, and AI, and lots of high-five moments when we save the day for a client. We celebrate wins, share credit, and review misses to learn fast. If you love tech, like working with people, and want your work to make a visible difference for neighbors and local businesses, this is a place where you can grow a career—and have fun doing it.

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

What we value most about operating our business in this community is the opportunity to make a meaningful and lasting impact. We greatly appreciate the support we receive from our community. Our clients are invaluable to us, and we recognize that our success is a direct result of their trust and partnership.

What can customers expect when they walk through your doors?

Just like our team, we treat all our customers as family. When customers walk through the door at Billings Tech Guys, they can expect a team member ready to help them with great knowledge and the utmost care. We find it very important to start every encounter with a smile! We never talk down to clients, and no matter what the problem is, our goal is for the client to leave with a solution. And if you're lucky, you might get greeted by our CyberDog Zella!

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 seven 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 we are thankful to be part of such a great community.

What's your secret to good customer service?

Great service starts with a great team. We invest in our people and create a workplace they're excited to show up to—because happy techs deliver better experiences. That positivity carries into every interaction: when you're stressed about a computer issue, you'll be met with a friendly expert who listens, explains the fix in plain English, and gets you back up and running.

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

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

What makes your business popular?

We're a local shop that everyone trusts. Customers come back and refer their friends because we make tech easy. Clear advice, fair pricing, fast turnarounds, and friendly experts who handle everything in one place. Whether it's a quick repair, an upgrade, or a full business IT and cybersecurity project, you know you'll get honest guidance and results that stick. That's how we've built long-term relationships—one solved problem at a time.

Fun fact about your business?

Four years ago, we launched Galactica CyberSecurity as our dedicated Managed Security & IT division for small and midsize businesses. Galactica CyberSecurity keeps local businesses safe and running smoothly. We block hackers and scams, keep your computers and cloud tools updated and locked down, watch for trouble, and jump on issues fast. If something goes wrong, we restore clean backups and keep you working. We set up email and Microsoft 365/Google Workspace the right way, train your team to spot phishing, help you meet requirements like HIPAA and the FTC Safeguards, and serve as your on-call tech advisor including solutions like AI. Bottom line: fewer headaches, less risk, more uptime. Learn more at GetGalactica.com or call (406) 534-0911.

FINALISTS

- Rimrock Computers, 2320 Zoo Dr., Ste. D
- Technology By Design, 3676 Pierce Pkwy.

CREDIT UNION FINANCE & PROFESSIONAL

Valley Credit Union

76 years in business

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

What makes you stand out from the competition?

At Valley, we live by the belief that finding a way to say "YES" makes all the difference. It's a value that guides everyone on our team, from leadership to front-line staff. Our employees work hard to go above and beyond, whether that means helping with a small loan during a tough time or offering one-on-one financial guidance when it's needed most. That commitment to saying "YES" is at the heart of who we are and ensures our members always get the support and service they deserve.

What brings customers back to your business?

At Valley, our focus is on making banking simple and convenient for our members. From using our easy-to-navigate mobile app to stopping by one of our branches or ATMs, we want every interaction to feel seamless. Members know they can count on friendly staff, personalized solutions, and reliable tools that make managing money easier. That mix of service and convenience is what keeps our members coming back and trusting Valley as their credit union.

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

A lot of people don't realize how easy it is to become a member at Valley. If you live or work in one of 29 counties across Montana or in Park County, Wyoming, you're eligible to join and open an account. Once you qualify, your immediate family members can also become members no matter where they live. We're proud to make membership simple and accessible so more people can enjoy the benefits of being part of Valley Credit Union.

What makes your business a good place to work?

Valley Credit Union is more than a workplace; it's a place where employees feel part of a community. Many of our team members have been with us for decades, which speaks to the loyalty and sense of belonging that Valley inspires. What makes Valley a great place to work is the camaraderie among staff, the support for professional growth, and the balance we encourage between work and home life. We know our employees are our greatest strength, and we're committed to creating an environment where they can succeed both personally and professionally.

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

What we enjoy most about being part of this community is the opportunity to make a real difference in people's lives. The personal connections we form with our members help us understand their financial goals and how we can best support them. We take pride in giving back through local schools, community events, and programs that strengthen the places we all call home. For us, being here isn't just about providing financial services, it's about being good neighbors and working together to help our community thrive.

What can customers expect when they walk through your doors?

When customers (members) walk into Valley, they can expect more than just a quick hello. We work hard to create a welcoming environment where members feel at home and are often greeted by name. Our staff is focused on delivering service that's personal, efficient, and tailored to each member's needs. Whether it's a simple transaction or help with something more involved, we want every visit to be positive, stress-free, and a reminder that our members are valued and supported in reaching their goals.

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

Being voted Best of the Best for the second year in a row is an incredible honor and a true reflection of our team's hard work and our community's trust in us. It shows that our commitment to excellent service and community support is making a real difference. We're deeply grateful for the recognition and the continued confidence of our members and neighbors. This award inspires us to keep raising the bar and to stay focused on serving with care, integrity, and dedication every single day.

What are you most proud of?

We are most proud of the many members we've been able to help reach their financial goals. From buying a first home to starting a business or driving away in a dream car, these milestones are moments we're honored to be part of. We're also proud of the trust our members place in us and the strong relationships we've built throughout our community. Every time we support someone through a challenge or celebrate a major life accomplishment, it reminds us why we do what we do. Those successes, big or small, are what inspire us and give us pride every single day.

What's your secret to good customer service?

Our secret to great member service is simple. We treat every person like a neighbor, not a number. We know that each member has their own financial goals, so we take the time to listen and understand their needs. Instead of pushing one-size-fits-all answers, we focus on creating solutions that work for them. By building genuine relationships and offering personalized care, we're able to provide the kind of service that truly makes a difference in our members' lives.

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

Valley is proud to give back in ways that truly make a difference. This past year, our 8th Annual Toys for Tots drive was our biggest yet, collecting over 1,000 toys for local children. We also introduced our Winter Wish Payoff program, surprising members by paying off loans to ease financial stress. Our 4th Annual Hive event gave high school students the chance to explore entrepreneurship, and we continued as the title sponsor of the Billings All High School Celebration Committee, marking five years of support with a $15,000 donation to provide seniors with a safe and memorable graduation night. On top of that, our employees dedicated 2,115 volunteer hours to causes throughout our communities. These efforts reflect our belief that giving back is at the heart of who we are as a credit union.

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

We build trust with our members by being consistent, reliable, and transparent. Clear communication is at the heart of everything we do, so members always understand their options and feel confident in the choices they make. Our staff takes time to listen and create solutions that fit each person's unique needs rather than offering one-size-fits-all answers. We also stay active in the community to show that our commitment goes further than banking. By combining honesty, professionalism, and genuine care, we build lasting relationships where members know they are valued.

What makes your business popular?

Valley Credit Union is popular because we're able to help with just about every financial need our members

have. From youth savings accounts to car loans, mortgages, and even business services, we're here to support people at every stage of life. What really sets us apart is that we combine those financial solutions with a personal touch and a strong commitment to our community. Members know they can count on us for reliable service, friendly guidance, and active involvement in making our neighborhoods stronger. That balance of personalized support and community focus is what makes Valley a trusted choice.

Fun fact about your business?

A fun fact about Valley Credit Union is that while we have 11 branch locations across Montana and northern Wyoming, our members also have access to more than 30,000 surcharge-free ATMs nationwide. That combination makes it easy to manage your money close to home and just as convenient when you're on the go or traveling.

FINALISTS

- Altana Federal Credit Union, various locations
- Billings Federal Credit Union, various locations

CUSTOM FRAMING STORE

The Frame Hut & Gallery

Over 60 years in business

1430 Grand Ave.
(406) 245-9728
framehut.com

What brings customers back to your business?

We would like to express our customers have told us 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 receive. Each and every customer is very important to us, and we do our best to make their time enjoyable.

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

Did you hear about Billings best kept secret? The Gallery provides much more than just custom framing. We offer a variety of regional artists, artisan jewelry, home décor, and much, much more. From handmade greeting cards, leather journals to great small gift ideas, our Gallery has a wide spectrum of items to offer. Along with your purchase, we provide complementary gift wrapping for personal, Birthday, and Holiday upon request. We strive to help our customers have a one-stop shopping experience. Many enjoy this feature during the Christmas season.

What makes your business a good place to work?

Working at the Gallery will challenge you in design, creativity, and level of artistic experience. You just never know what project you'll be working on next and that keeps what we do fresh and interesting. From sports memorabilia, sentimental findings, artwork from world travels-such as the Amazon, Peru, Italy, etc., children's art, to museum artifacts, to framing Salvador Dali's art, there is an endless variety of what one can frame. There are so many amazing stories that are part of what we 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 customer enters the gallery, 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 where 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 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 customers' treasures and we appreciate their trust. This is the 16th year in a row we have received the Readers' 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 listening to each story pertaining to what is being framed, we are most proud of 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 accomplishment achieved by a customer or someone close to them, we are framing treasures. It is an honor to frame pieces that will capture memories of happiness for years to come.

What's your secret to good customer service?

We do our best through listening, encouraging, caring, and offering expertise and kindness each step of the way, to achieve what our customer desires for their piece. We design personal art on a daily basis for others, through their choices on custom framing designs and home accent pieces. The ability to listen to a customer is key. We believe in a firm foundation of quality customer service, and it is of the utmost importance. We not only want to meet expectations but exceed them, and that is what we truly take joy in.

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

The local community has been a great supporter of the arts. We feel it's very important to show support for local causes such as Ronald McDonald House. We have also supported the Billings Clinic Classic, Family Service, American Foundation for Suicide Prevention, Big Brother, Big Sister, Saints, Huntley Project FFA, and other fundraising causes as well.

How do you build trust with customers?

We listen to our customers and do our best to meet their needs and provide a quality product they will be proud to display. We try to give sound advice and follow through in a timely manner to produce the Best of the Best.

Fun fact about your business?

From our family business to your family, we are all about relationships. It's from the years of being here in Billings that you get to know parents along with their children. It's not unusual to have three generations shopping together with us at one time. Sometimes our customers tell us of memories of shopping here with family members. The gallery is a bonding place, like that certain baked cookie fragrance connected to good memories with family and friends.

FINALISTS

- Rimrock Art & Frame, 1070 S 24th St. W.
- Toucan, 2505 Montana Ave.

ELECTRICAL CONTRACTOR

Action Electric

40 years in business
1010 Central Ave., Ste. 4
(406) 245-9551
actionelectricinc.com

What makes you stand out from the competition?

We stand out by delivering quality craftsmanship, clear communication, and delivering reliable service. We treat every project with care and focus on lasting results.

What brings customers back to your business?

Customers come back to us because they know they can count on consistent quality, honest communication, and dependable service. We build relationships based on trust and that's what keeps people returning.

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

We're proud to be celebrating our 40th year in business, made possible by the dedication of our long-time employees and the trust of our community.

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

What we enjoy most is the relationships we build. This community has supported us, and it means a lot to be able to give back through honest work and reliable service.

What can customers expect when they walk through your doors?

When customers come to us, they can expect professionalism, honest guidance, and a team that listens. We treat every project as if it were our own.

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

Being voted Best of the Best is an incredible honor. It means our community trusts us, and we're committed to living up to that trust every day.

What's your secret to good customer service?

The secret to great customer service is honesty, communication, and respect. When people feel heard and cared for, trust builds naturally.

How do you build trust with customers?

Having clear communication, being respectful, and understanding our customers' needs from the first phone call to the completion of the work, and through the billing process; we do our best to care for our customers.

FINALISTS

- AEI Electric, 3001 37th St. W.
- Rimrock Electric

FENCING AND FENCE SUPPLY COMPANY

Jares Fence Company, Inc.

46+ years in business
10640 S. Frontage Rd.
(406) 652-1924
jaresfence.com

FINALISTS

- Montana Fence, various locations
- Shipton's Big R, various locations

INSURANCE COMPANY

Stockman Insurance

31 years in business
1405 Grand Ave.
(406) 896-4870
stockmanins.com

What makes you stand out from the competition?

As a community insurance agency, we take the time to work with people to design the right insurance package for their specific need.

What brings customers back to your business?

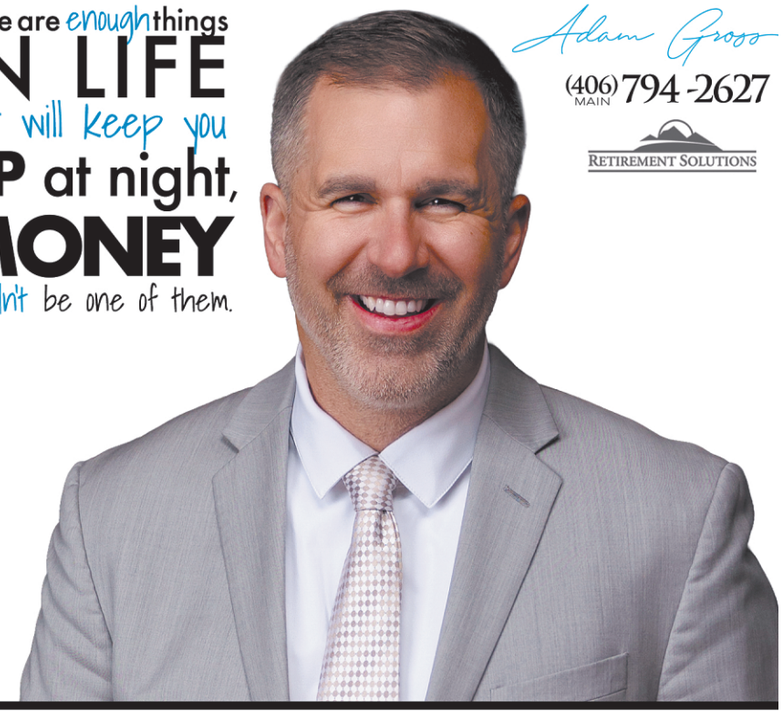
Our growth and reputation. Our customers know they will be working with local, Montana staff who understand their unique insurance needs.

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

We've been in Billings since 2008. We live and reside in Billings. We have partnered with some of the top-rated insurance carriers in the nation,

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

Adam Gross
(406) MAIN 794-2627
Retirement Solutions



176 S 32ND ST W, Suite 1 • Billings, MT 59102

Adam Gross, Registered Representative offering securities through NYLIFE Securities LLC, Member FINRA/SIPC, a Licensed Insurance Agency * Financial Adviser offering investment advisory services through Eagle Strategies, LLC, A Registered Investment Adviser. Retirement Solutions is not owned or operated by NYLIFE Securities LLC, Eagle Strategies LLC, or its affiliates. NYLIFE Securities and Eagle Strategies are New York Life companies.

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 to 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's your secret to good customer service?

Our customers are our neighbors, our friends, and our family. We understand this is a relationship business. Our clients know we care about their well-being, and we appreciate the trust and confidence they place in us.

FINALISTS

- Goosehead Insurance, various locations
- Roger L. Daniels Insurance, 2047 Broadwater Ave., Ste. 1

LAW FIRM

Miller Tourtlotte Law, PLLC

1 year in business

1643 24th St. W., Ste. 308
(406) 888-2222
mtlawgroup.com

What makes you stand out from the competition?

While we have a relatively large volume of cases, we maintain a lean operation. We're small, but fierce. Everyone has their assigned role, and it is truly a collaborative effort to maximize the client experience; for each person who has put their trust in us when they need us. It takes a lot of time but being accessible to clients, and ensuring they know you understand their concerns, cannot be overstated.

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

While the firm has only been in existence since the beginning of 2024, Matt and A.J. have known each other since they both defended insurance companies at Brown Law Firm in 2013. Matt was a partner, and it was A.J.'s second job out of law school. Matt left in 2014 to start his solo practice, where he represented injured individuals, and A.J. followed suit with a different firm in 2015 until their paths converged in 2024. So even though the firm itself is new, the relationship and the chemistry between the partners run deep.

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

A.J. was raised in Billings, and Matt has lived here for the last two-plus decades. Billings is big enough to feel like a major metropolitan area and small enough to maintain the small-town vibe. Living in such a tight-knit community gives plenty of opportunities to collaborate with people from a multitude of professions, as well as the chance to help out friends of friends who may need our services.

What can customers expect when they walk through your doors?

You can expect to be warmly welcomed into an accepting and comfortable environment. We are a judgment-free zone. We do not want you to be afraid of telling us about your troubles or to be bashful about asking us for help. We've seen it all, and we are there to get you to the end of whatever unfortunate circumstance has befallen you.

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

It's extremely humbling and flattering. We are a two-man operation, and we have the best support staff you could ask for in Yolanda Carr, Cary Knudson, Jeannie Tracy, and Kirra Weber. We couldn't do it without them. We are grateful to everyone who thought that our firm was worthy of their vote, especially in light of the other excellent law firms that were also nominated.

What's your secret to good customer service?

Listening. Our clients are typically used to being ignored or marginalized by insurance companies. From the first phone call to the exit interview, it is essential to show our clients that they have a voice and that what they have to say is important.

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

A.J. is on the Board for the Art House and the Education Foundation for the Billings Public Schools, and Matt and his family are very active in the Billings Catholic Schools. In the past, we have supported such causes as Friends for the Children, 100 Strong, Mayfair, youth soccer (Go Bluey Blues!) and the Art House; to name a few.

How do you build trust with clients?

We do our best to meet our clients where they are and reassure them that even though we cannot change the past, we will spare no effort in making sure they get the justice they deserve for what happened to them.

FINALISTS

- Crowley Fleck, 490 N. 31st St. #500
- Gerstner Adam Law, 2828 1st Ave. S.

MORTGAGE LENDER

Universal Lending Home Loans

9 years in business
2646 Grand Ave., Ste. 2
(406) 294-2660
ulhomeloans.com

FINALISTS

- Stockman Bank, various locations
- Western Security Bank, various locations

MOVING COMPANY

Montana Muscle Movers

8 years in business
6945 Grand Ave.
(406) 302-5521
Montanamusclemovers.com

What makes you stand out from the competition?

We tailor our services to meet the needs of our customers. We don't simply state an hourly rate and rush clients off the phone. We approach each job with the attention it requires to meet our client's needs.

What brings customers back to your business?

We are completely transparent in our process, from estimates to invoicing you know exactly what to expect and that we stand by our work.

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

We offer interim storage to our clients! Space is limited, but if you need temporary storage, we got you covered!

What makes your business a good place to work?

Attitude is a reflection of leadership; our staff holds themselves and us as business owners to a high standard. We offer flexibility in scheduling and try and meet our staff where they are at, personal development and goal setting are encouraged, and we will help our team accomplish whatever they are willing to work for and tailor a professional goal plan to achieve it. If an employee has their sight set on home ownership, or coaching kids t-ball etc. Whatever it is.

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

Billings is a fantastic community who all support one another. We love knowing and working alongside other businesses who are striving to make this a great place to live!

What can customers expect when they walk through your doors?

Well customers do not walk through our doors, but we do walk into theirs! When WE walk through your doors to perform a move you can expect a professional, friendly service team who will do a thorough job prepping your space for moving and then executing the move in the most efficient manner - without compromising safety or damages.

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

That we are recognized as a leader in our industry within this community; being measured and winning against our local peers is a high honor.

What are you most proud of?

How we have grown as an organization and adapted to every challenge that has been thrown our way thus far.

What's your secret to good customer service?

Anticipating your customer's needs, those expressed and unforeseen, and then exceeding them.

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

We are committed to giving back a portion of profits. Some seasons are smaller donations than others as funds allow, but we are dedicated to supporting the community that supports us. We just finished our "Adopt a Teacher" initiative, where we randomly select local teachers and purchase all the supplies on their classroom amazon wish list until the budget's gone. We also just dropped off our annual donation basket for the silent auction supporting Dog Tag Buddies; a local nonprofit who supports vets. Our motto when it comes to philanthropy is; if we can, we will!

How do you build trust with customers?

Exceeding expectations at every interaction over a period of time. We do what we say we are going to do, and if it isn't something we can do we let you know that too. Setting clear expectations for both parties is how you gain that trust.

What makes your business popular?

We make a hard and stressful life event easier to manage, most find that our crew makes them laugh and put them at ease; their once dreaded move turned out to be a fun experience.

Fun fact about your business?

We are a female owned business!

FINALISTS

- Aaron's Back Company, 6917 King Ave. W.
- Two Men and a Truck, 1375 4th Ave. N., Ste. F

PET BOARDING FACILITY

Big Sky Pet Resort

11 years in business
(406) 656-5100
2922 Millennium Circle
bigskypetresort.com

What makes you stand out from the competition?

Our personalized service. We have an outstanding staff who really care about our canine and feline guests. We try to make everyone, and everyone's pets, feel special.

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

We are a family owned and operated business. One of the owners is onsite almost every day.

FLOORS
TO FIT
YOUR
Life
READERS' CHOICE
the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER
Carpet • Hardwood
Tile & Stone • Laminate
Luxury Vinyl Plank
Thank You Billings For Making Us Your
#1 Flooring and Rug Store! Again in 2025!
RICH'S MODERN FLOORING
713 Main Street, Billings • 406-248-3656
Mon.-Fri. 8-5, Sat. 9-3 • Richsflooring.com

What makes your business a good place to work?

Dogs and Cats! Need I say more?

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

Meeting all of the furr kids! We have had the opportunity over the past 11 years to meet hundreds and hundreds of your pets.

What can customers expect when they walk through your doors?

Friendly and knowledgeable staff to help put your mind at ease as you leave your furr kids with us whether it be for boarding, daycare, or grooming.

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

We try to sponsor events like Burn the Point, The Festival of Trees, and various other events.

How do you build trust with customers?

Honesty. We try to advise our customers immediately if there is an issue with one of their pets.

What makes your business popular?

Our online reservation system. Clients are able to register their pet/pets online. Once we have all the appropriate paperwork, clients are then able to make reservations as needed.

Fun fact about your business?

We are celebrating our 11th year in business in November. This is our 5th Readers' Choice Award for Best Pet Boarding Facility.

FINALISTS

- Bark Park, 1215 Monad Rd., Ste. A
- Paws & Claws, 3206 Conrad Rd.

PLUMBING SERVICE

G&T Plumbing and Mechanical

29 years in business

1402 Central Ave.
(406) 256-6016
gandtplumbing.com

What makes you stand out from the competition?

We pride ourselves on great customer service and exceptional response time. We strive to get the job done the first time. We show up on time and on budget. Our team and staff are dedicated to each and every customer, treating them like family. Together we have over 100 years of knowledge and craftmanship.

What brings customers back to your business?

What brings customers back is trust, built on habits. We communicate before we arrive, show up on time with stocked trucks, and present options with transparent pricing. - no surprises. Our training shows in detail: safe code-compliant workmanship, neat solder and pipe runs, boot covers, drop cloths, and photos of the work for your record. If something needs attention after we leave, we own it and respond fast. For GC's and property managers, it's schedule discipline, clean documentation, quick RFI's, and closeout done right. In short: predictable, professional, done right, and backed by real warranty.

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

We have been a family owned and operated business since 1996. In the 29 years we have been in business, we have employed over 20 family members, from aunts & uncles to sons and cousins, and now a son-in-law and his family as well. Because we are all so close, you can always hear a lot of laughter coming from the office.

What makes your business a good place to work?

First, it's all about the team culture. People love working in an environment that's supportive, where everyone's got each other's back. G&T is known for that—people feel like family here. Second, the leadership really cares. The owners and managers listen to their employees, invest in their growth, and make sure they're taken care of. Third, the work is rewarding. You're solving real problems for people, and that gives a huge sense of pride and accomplishment. Plus, we have got a great reputation in the community, so we are part of something that people respect. And don't forget the benefits—we are also known for offering competitive pay, solid benefits, and opportunities for advancement. All of that together makes G&T Plumbing a place where people love to work. So, whether it's the camaraderie, the leadership, or the sense of purpose, it all comes together to make it a fantastic place to be.

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

What we enjoy most is the people. Billings is the perfect size, large enough for complex commercial work, small enough that reputation and relationships matter. We see customers at the grocery store, coach their kids, and hire graduates from local programs. That community loop keeps us honest: show up on time, protect the home and/or jobsite, do it right the first time, and stand behind our work. There is a real pride in driving past a school clinic or home and knowing our team craft is quietly working for our neighbors.

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

It means a lot to us that our community voted us Best of the Best, that we are a leader in our industry. It shows they trust us to be worthy and reliable. We are very thankful to our community for this award and will continue to aim for even better service, as we acknowledge that without them, we would never have received it.

What are you most proud of?

Definitely our employees. You can't run a successful business without having dedicated employees. From our plumbers in the field, to the guys in the shop and our office staff; they are the foundation of our company.

What's your secret to good customer service?

Simply just treating people how they should be treated; with kindness and care. We treat each customer as if they are family.

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

Giving back to our community is something that we are very proud of. We have financially donated to several churches, blood drives, fundraisers, and sporting events; as well as coaching youth sports. Our community involvement is very important.

How do you build trust with customers? What makes your business popular?

"We build trust by removing guesswork. Before we start, we explain the problem in plain language and lay out good-better-best options. During the job, we keep you updated and document everything—before/after photos, part numbers, and any code notes—so there's a record you can keep. We do the work to code, pull permits when required, and welcome inspections. After the job, we walk the site with you, verify operation, and leave it cleaner than we found it. Our warranty is in writing, and if anything needs attention, we respond quickly and treat it like our problem, not yours. That consistency—clear expectations,

clean workmanship, and real follow-through—is how we earn repeat customers and referrals."

Fun fact about your business?

The owners Dan Glennon and Sam Thelen should have their own YouTube channels with their wittiness and humor.

FINALISTS

4H Plumbing Heating & Cooling

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

What brings customers back to your business?

4H Plumbing, Heating & Cooling Inc. believes in the relationship between the client and the tech who shows up onsite. Once a technician establishes with a customer, we try to keep that specific tech on

that account, so the customer knows which tech they are getting. Due to this approach, our technicians often develop personal relationships with their customers, which leads to those customers informing their friends of our company. This positive and strong word of mouth is what has grown our company and makes it popular in the community.

What makes your business a good place to work?

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

What can customers expect when they walk through your doors?

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

OTHER FINALIST

- Archie's Plumbing, 2905 Montana Ave.

TAX PREP SERVICE

Colleen Black & Company, P.C.

24 years in business
1925 Central Ave.
(406) 248-1040
cblacktax.com

What makes you stand out from the competition?

What really sets Colleen Black and Company apart is the way we treat our clients like family. When someone walks through our doors, they are not just another tax return. They are a relationship we want to invest in. We hold ourselves to very high standards because we want every client to feel valued and supported. Our goal is to be there for our clients through every stage of life, from filing their first tax return to getting married, buying a home, starting a business, or planning for retirement. We pride ourselves on clear and effective communication and on building long-term relationships that go beyond the numbers.

What brings customers back to your business?

We believe what brings customers back to Colleen Black and Company is the level of service we provide for a fair price. We offer a private setting where clients can feel comfortable and we take the time to personalize our services to fit their needs. Over time, we build close relationships with our clients. As we prepare their tax returns, we often learn about what is happening in their personal lives. Each year when we meet with them, we get to catch up on how their kids are doing and hear about the exciting things they have experienced over the past year. That connection is something we truly value and we think our clients do too.

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

Something our customers may not know about our business is that we have started planning for the future of Colleen Black and Company. Colleen is not going anywhere, but we have always believed in taking our own advice and giving any business transition plenty of time to be done right. We think twelve years is the perfect amount of time to make sure everything continues smoothly. Colleen has sold some of her stock to two of our most trusted team members. She is still very much an owner and is now getting some help with running the business, which gives us all a lot to look forward to as we think about the long-term future of the firm. The most important thing for our customers to know is that nothing is changing about the way we operate or the way we take care of our clients. We will keep providing the same level of care and personal service that has always been at the heart of what we do.

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

What we enjoy most about having our business in this community is that so many of our team members grew up here in Billings and have chosen to keep calling it home. It is so rewarding to serve the community that we know and love. Billings is such a special place because it offers many of the benefits of a larger city while still keeping that small-town feel. People here are trustworthy, supportive, and genuinely care about one another, which makes it an incredible place to live and to do business.

What can customers expect when they walk through your doors?

When clients walk through our doors, they can expect a friendly hello and a welcoming smile. Our team is talented and experienced, but above all, they are genuinely kind and approachable. We want every client to feel comfortable from the moment they arrive. Many clients are surprised when they step

inside. We have a kid's room that was designed with care to be a fun and inviting space. The rest of the office feels like a cozy living room, and during tax season, we even have a fire going to make it extra warm. If you come on the right day, you might even get a fresh-baked chocolate chip cookie. We like to think of our office as a place where clients feel at home while getting the professional help they need.

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

Being voted Best of the Best by our own community is such an incredible honor. It is one of the biggest compliments we could ever receive, and we do not take it lightly. This recognition motivates us to work even harder for our clients, our team, and our community. It sets the bar high and inspires us to keep living up to those expectations and hopefully earn this honor again in the future. We are so grateful to everyone who supported us, and we truly appreciate the trust you place in us every day.

What's your secret to good customer service?

Our secret to good customer service is simple. We always try to put ourselves in our clients' shoes. We ask ourselves how we would want to be treated if we were sitting on the other side of the desk, and we do our best to deliver that same experience. We also know there is always room to grow, so we make it a priority to improve a little every day. That commitment to learning and getting better helps us keep providing the level of care and service our clients deserve.

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

We are proud to give back to the Billings community in a variety of ways. In past years, we have donated hundreds of backpacks to support students and families in need. Beyond that, one of our team members serves on the Partners for Parks Foundation, dedicating time and effort to enhance the quality of life in Billings by supporting and promoting exceptional public parks and recreational opportunities. Several of our employees are also active in the local arts scene, performing to help entertain and bring joy to the community. Giving back is very important to us, and we feel lucky to be part of a community where we can make a positive impact in so many ways.

How do you build trust with clients?

We build trust with our clients by combining our knowledge, experience, and attention to detail with a genuine commitment to their best interests. In our industry, trust comes quickly when clients see that we truly understand the tax laws and are confident in applying them. We encourage our team to go beyond just preparing a tax return from the information provided. To do it right, we focus on understanding what might be missing and making sure nothing is overlooked. By consistently delivering accurate, thoughtful, and thorough work, we earn our clients' confidence and show them that they can rely on us year after year.

Fun fact about your business?

A fun fact about our business is that during football season we have 'Football Friday,' where our employees are encouraged to dress in their favorite team's gear, whether it's a high school, college, or professional team. We love the spirit and energy it brings to the office. Another fun fact is that several of our employees are actually owners of the Green Bay Packers and gather in our conference room each summer to watch the annual shareholders meeting. It's a unique tradition that our team really enjoys.

FINALISTS

- Summers, McNea and Company, P.C., 15 Avanta Way, Ste. 1
- Woods Accounting, 1030 S. 24th St. W.

VETERINARY SERVICE

Vetcor - DBA Best Friends Animal Hospital and Urgent Care Center

20 years in business

1530 Popelka Dr.
(406) 255-0500
bfah.net

What makes you stand out from the competition?

Our compassionate staff.

What brings customers back to your business?

We strive to go above and beyond our clients' expectations, by providing options tailored to their pet's needs.

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

Best Friends has a groomer on Fridays.

What makes your business a good place to work?

Our team at Best Friends Animal Hospital excels by applying Integrity, Compassion, Respect, Teamwork and Initiative. These core values create an environment conducive to positivity, support and growth.

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

We enjoy the vast opportunities and meaningful relationships that our community supports.

What can customers expect when they walk through your doors?

A smiling face welcoming you in, to validate the concerns about your family members and collaborate on a treatment plan.

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

Best of the Best means we are exceeding our clients' expectations.

What are you most proud of?

We provide the highest quality medical care to our patients in a kind and compassionate manner.

What's your secret to good customer service?

The Golden Rule: Treat others the way you want to be treated. If it is not okay for your pet, then it is NOT okay for our clients.

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

We donate monthly to Yellowstone Animal Shelter, support fund raisers for schools, and have created gift baskets for the Woman's Wellness expo and volunteered at the Inside Voice event.

How do you build trust with clients?

We want to serve clients that desire the highest quality of veterinary medicine, providing different levels of treatment plans without judgement. Communication is definitely key with an extreme amount of compassion.

What makes your business popular?

We continue to grow and change in order to meet the needs of our clients and patients.

Fun fact about your business?

Our new CT machine was craned over our building; it looked like a giant flying donut.

FINALISTS

- Animal Clinic of Billings, 1420 10th St. W.
- Lockwood Veterinary Services, 3025 Old Hardin Rd.

BIKE SHOP

The Spoke Shop

52 years in business
1910 Broadwater Ave.
(406) 656-8342
spokeshop.com

FINALISTS

- SCHEELS, 1121 Shiloh Crossing Blvd.
- The Bike Shop, 2010 Grand Ave., Ste. 4

BOAT DEALER

Bretz RV & Marine

58 years in business
2999 Old Hardin Rd.
4800 Grant Creek Rd., Missoula
5200 Harrison Ave., Butte
1608 Industrial Rd., Nampa ID
4180 S. Broadway Ave., Boise ID
24901 E. Appleway Ave., Liberty Lake WA
(406) 248-7481
bretzrv.com

What makes your business a good place to work?

At Bretz RV & Marine, we foster a culture that values growth, collaboration, and a deep commitment to our customers. Our 58-year history is a testament to the dedication and expertise of our team. We invest in our employees through our in-house Tech School, ensuring they have the skills to provide exceptional service. Our focus on creating memorable outdoor experiences for our customers drives our passion for helping people get back on the road or water, no matter what challenges they face.

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

We love being a part of the Billings community and supporting local families and businesses. It's incredibly rewarding to help people create lasting memories through camping and boating adventures. We're proud to have been a reliable source for RV and boat needs for over 58 years.

What can customers expect when they walk through your doors?

When customers walk through our doors, they can expect to be greeted by friendly and knowledgeable team members dedicated to helping them find their perfect RV or boat. We offer a personalized experience, tailoring our recommendations to individual needs and lifestyles. Our commitment to customer satisfaction extends beyond the sale, as we provide ongoing support and service to ensure our customers have a seamless and enjoyable ownership experience. Whether you're a seasoned adventurer or just starting your outdoor journey, we're here to help you make unforgettable memories.

What are you most proud of?

Bretz RV & Marine has been serving the community for 58 years. We pride ourselves on our exceptional customer service and our commitment to helping people get outdoors. Our 99-cent propane, free dump station, and complimentary overnight stays for service customers are just a few examples of how we go the extra mile to make RVing and boating accessible and enjoyable for everyone.

What's your secret to good customer service?

Our secret to exceptional customer service is our dedicated team and our commitment to ongoing training. We invest in our employees through our in-house Tech School, ensuring they have the knowledge and skills to provide top-notch service. Our company culture fosters a customer-centric mindset, where every employee is empowered to go above and beyond to meet and exceed customer expectations.

FINALISTS

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

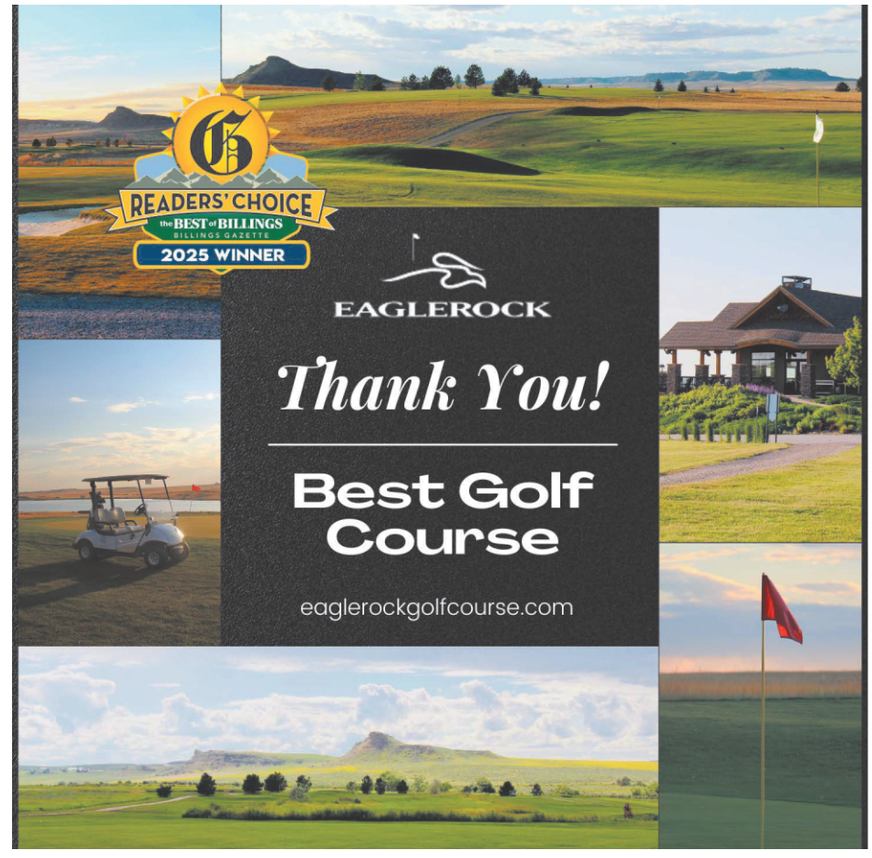
CLOTHING STORE – MEN'S

Shipton's Big R

76 years in business
216 N. 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown
1001 N. Center Ave., Hardin
2049 Sugarland Dr., Sheridan, WY
(406) 252-5707
shiptonsbigr.com

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

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes



us work harder & more efficiently to better serve & satisfy our customers.

What makes your business popular?

Convenience, brands that you know and trust, and exceptional customer service.

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

We have been in business in Billings for over 75 years.

FINALISTS

- Jasons Clothing For Men, 2564 King Ave. W.
- SCHEELS, 1121 Shiloh Crossing Blvd.

CLOTHING STORE – WOMEN'S

Shipton's Big R

76 years in business

216 N. 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown
1001 N. Center Ave., Hardin
2049 Sugarland Dr., Sheridan, WY
(406) 252-5707
shiptonsbigr.com

What brings customers back to your business?

Fantastic, friendly, & knowledgeable customer service! Well-lit, clean, and well merchandised stores. Reliable & relevant brands - the best out there! You can only buy Noble Outfitters in our stores (our markets). Inventory is replenished daily in each of our stores. How about … FREE hot & fresh popcorn daily. Also, we service what we sell!

What can customers expect when they walk through your doors?

Customers can expect to find exactly what they need. We have brands that you trust, exceptional service and well merchandised stores.

What are you most proud of?

Our 76 years of serving our customers; and to be confident knowing there are also many future years to come serving the ag/farm & ranch communities, and everyone else.

FINALISTS

- Apricot Lane Boutique, 1603 Grand Ave., Ste. 100
- Neecee's, 1008 Shiloh Crossing Blvd., Ste. 2

COWBOY/COWGIRL BOOTS

Shipton's Big R

76 years in business

216 N. 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown
1001 N. Center Ave., Hardin
2049 Sugarland Dr., Sheridan, WY
(406) 252-5707
shiptonsbigr.com

What makes you stand out from the competition?

Our roots - farm, ranch, and ag. Many of our brands and products also cross over to other lifestyle areas; including clothing fanatics, pet lovers, power equipment users, and the sportsman. Our brands are second to none including DeWalt, Carhartt, Wrangler, Noble Outfitters, STIHL, Husqvarna, Nutrena, Ruger, and Outdoor Revival.

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

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

What makes your business popular?

Convenience, brands that you know and trust, and exceptional customer service.

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

We have been in business in Billings for over 75 years.

FINALISTS

- Als Bootery & Repair, 1820 1st Ave. N.
- Boot Barn, 327 S. 24th St. W., Unit 1

FARM RANCH STORE

Shipton's Big R

76 years in business

216 North 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown MT
1001 N. Center Ave., Hardin MT
2049 Sugarland Dr., Sheridan WY
(406) 652-9118
Shiptonsbigr.com

What makes you stand out from the competition?

Our roots - farm, ranch, and ag. Many of our brands and products also cross over to other lifestyle areas; including clothing fanatics, pet lovers, power equipment users, and the sportsman. Our brands are second to none including DeWalt, Carhartt, Wrangler, Noble Outfitters, STIHL, Husqvarna, Nutrena, Ruger, and Outdoor Revival.

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

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

What are you most proud of?

Our 76 years of serving our customers; and to be confident knowing there are also many future years to come serving the ag/farm & ranch communities, and everyone else.

Fun fact about your business?

We are one of very few businesses to sell live chicks in the Spring.

FINALISTS

- Tractor Supply Co., 496 Main St.
- Western Ranch Supply, 303 N. 13th St.

FLORIST

Gainan's Midtown Flowers

74 years in business

1603 Grand Ave., Ste. 140
Heights Flowers Garden and Patio
819 Bench Blvd.
(406) 248-5029
gainans.com

What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt. All our customers are important, and our professional staff is dedicated to making their experience a pleasant one. We try to go the extra mile to make their gift or occasion perfect.

What brings customers back to your business?

Customers return to our business for generations. Their grandma shopped with us, their dad shops with us, and now they do too! We try to make it a fun experience to walk around and enjoy our stores, from our products to our displays and of course, fresh flowers. We work with each customer on a personal level and help them find exactly what they're looking for. There's nothing we love more than happy satisfied return customers!

What are you most proud of?

We are the most proud of our grandparents for pursuing their dream of opening a flower shop, for instilling their work ethic in us, and for believing that we could continue to operate their business with their same values and levels of customer service.

What's your secret to good customer service?

Our secret to good customer service is trying to say YES as often as possible. And instead of telling customers what we can't do, we enjoy giving them suggestions for what we can do. We train our staff in plants, flowers, & gifts so they are a resource to our customers. We take the time to work with every customer on a personal level so we can ensure their requests are not only fulfilled but exceeded. We want everyone to feel proud to give a gift or flowers from Gainan's.

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

Gainan's is committed to the Billings community, and we believe it is of utmost importance to give back. Each year we donate products to many organizations, groups, and individuals in our community. We have a fundraiser card program and partner with organizations such as clubs, schools, and teams who sell the cards to raise money for their organizations. Our website also offers a Helping Hands program that is designed to give back. With each order, a customer can choose to have Gainan's donate to one of our participating organizations.

How do you build trust with customers?

Our business is to help our customers "Say It With Flowers"!! We partner with our customers in all the seasons of their lives. We understand fully the importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for almost 75 years.

Fun fact about your business?

A fun fact is that three generations of Gainans currently work at our stores.

FINALISTS

- Albertsons, various locations
- Magic City Floral, 1848 Grand Ave.

Thank You for voting us
Best Home Furnishing Store
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the BEST of BILLINGS
BILLINGS GAZETTE
2025 WINNER
Stop in and
see us today or
check us out online!
slumberland
FURNITURE
7185 Trade Center Ave | Billings, MT 59101 | (406) 656-3500
https://stores.slumberland.com/mt/billings/

GIFT STORE

Gainan's Midtown Flowers

74 years in business
1603 Grand Ave., Ste. 140
(406) 245-6434
gainans.com

What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt. Because we have been a part of the Billings community for more than 70 years, we treat our customers like our friends and family, and our professional staff are dedicated to making their experience a pleasant one. From gift selection to gift wrap and delivery, we go the extra mile to make each gift perfect.

What brings customers back to your business?

Customers return to our business for generations. Their grandma shopped with us, their dad shops with us, and now they do too! Together, we have celebrated births, weddings, birthdays, anniversaries, holidays, and mourned with our customers. We are honored to be a part of these core memories.

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

We love the Billings community and surrounding communities because we've been serving them for almost 75 years, and they have supported us every step of the way! We love the people we encounter on a daily basis. We love being able to give back to help this community flourish.

What can customers expect when they walk through your doors?

Fresh flowers and plant selections, carefully curated gift items for all occasions, home decor, kitchenware, and a professional dedicated staff to serve you!

What's your secret to good customer service?

Great customer service starts long before we meet a customer in the shop. Each item is thoughtfully curated and displayed with the customer in mind. Our team is continually trained and educated about our unique collection, so they are able to take time to work with every customer on a personal level; ensuring their requests are not only fulfilled but exceeded. We want everyone to feel proud to give a gift or a flower from Gainan's.

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

Fun fact about your business?

Gainan's used to sell tropical fish!

FINALISTS

- The Joy of Living, 1524 24th St. W.
- This House of Books, 116 N 29th St., Ste. B

HARDWARE STORE

King's Ace Hardware

39 years in business
8 locations across Billings, Lockwood, Laurel, Columbus and Sidney
(406) 656-1446
acehardware.com

What makes you stand out from the competition?

Being part of a hardware co-op like Ace Hardware means that our business is locally owned and locally operated and yet has the buying power of over 5,000 Ace stores nationwide. Our commitment to training allows us to deliver small store customer service with big store value.

What makes your business a good place to work?

Our focus on helpfulness extends to our customers, to our community, and to each other. And learning to be more helpful helps us to be better people.

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

We enjoy the opportunity to give back to the communities by giving back to our schools, churches, and community organizations both monetarily and with our time and our commitment.

What can customers expect when they walk through your doors?

A friendly smile and a greeting, assistance and good advice, and appreciation for their business.

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

We have been voted the Best of the Best for many years, and the 2025 recognition means that once again our customers recognize the value and convenience that we provide.

What's your secret to good customer service?

Ace is the place with the Helpful Hardware Folks. We try to live by that motto every day.

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

Boys and Girls Club of Yellowstone County, Friendship House, Tumbleweed, Optimist Club, Rotary, 4-H and FFA, support of local schools and churches, and many, many more.

How do you build trust with customers?

Being consistently trustworthy and putting the needs of the customer first. And, if we have an issue, we work really hard for a satisfactory resolution.

Fun fact about your business?

Our stores consistently have been recognized by Ace Corporation with their Platinum and Pinnacle awards, signifying commitment to community, to customer service, to a high level of training, and to excellence of overall operation.

FINALISTS

- Billings Hardware, 906 Broadwater Ave.
- Heights Ace Hardware, 1547 Main St.

JEWELRY STORE

Goldsmith Gallery Jewelers

35 years in business
903 Shiloh Crossing Blvd.
(406) 252-3662
goldsmithgalleryjewelers.com

FINALISTS

- Montague's Jewelers, 2810 2nd Ave. N.
- Yellowstone Jewelers, 820 Shiloh Crossing Blvd. St. 1

OPTICAL STORE

Bauer & Clausen Optometry

17 years in business

100 Brookshire Blvd.
(406) 656-8886
billingseyedocs.com

What makes you stand out from the competition?

Our eyewear gallery features an extensive selection of eyeglasses, sunglasses, contact lenses, and other eye products. Every item is hand-selected by our eye doctors and opticians. You'll find the latest styles from leading brands, with choices that cater to children, teens, and adults alike.

What brings customers back to your business?

Patients return because they trust us to guide them to eyewear that fits, flatters, and functions perfectly. Our opticians take the time to adjust, educate, and personalize every purchase.

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

We're advocates for task-specific eyewear. From glasses that reduce glare from computer screens to lenses for hobbies such as woodworking, sewing, and fly-tying, we bring solutions that reduce strain and improve performance in daily activities.

What makes your business a good place to work?

Our optical team enjoys a supportive environment where their expertise is valued. We invest in training and certification opportunities so they can deliver the highest level of service and stay on top of new trends and technologies.

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

We love being part of a community that values both health and style. It's rewarding to help people feel confident in their eye care, and to provide eyewear that not only improves their vision but also reflects who they are.

What can customers expect when they walk through your doors?

Patients will find a warm welcome plus an eyewear gallery filled with hundreds of options. Our opticians are ready to help explore frames, discuss lens enhancements, and make sure every pair feels as good as it looks.

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

Bauer & Clausen Optometry is deeply grateful to be recognized for both our clinical care and the attention we put into helping patients look and feel their best.

What are you most proud of?

We're proud to be a trusted source for eyewear across all ages, from a child's very first pair of glasses to a senior's advanced lens solution.

What's your secret to good customer service?

There's no mystery – excellent service comes from patience, precision, and genuine care. We take the time to explain options, fine-tune fit, and make sure every patient feels comfortable with their experience and confident in their eyewear selection.

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

We donate glasses that our patients no longer use to AMIGOS Eye Care, where they are repurposed for underserved

communities. Locally, we support youth through scholarships and free eye exams and glasses through Tumbleweed.

How do you build trust with patients?

We build trust by being honest and thorough. If a certain style or lens isn't right, we'll say so and guide patients to something better suited for their needs.

What makes your business popular?

The combination of selection, expertise, and care keeps people coming back. Patients know they'll leave with eyewear that feels just right.

Fun fact about your business?

Our optical store carries hundreds of frames from the eyewear industry's leading brands, making this one of the most expansive selections in the region.

FINALISTS

- Heights Family Eyecare, 430 Lake Elmo Dr.
- Yellowstone Eye Care, 2120 Grand Ave.

PET GROOMER

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

What makes you stand out from the competition?

We are a local natural pet food store who truly cares about our customers and their pets.

What brings customers back to your business?

Great customer service and great products!

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

Being able to get to know the community and seeing their furry friends come in. We love knowing that we are making a positive impact by providing a healthy alternative to the other brands that are found in town.

What can customers expect when they walk through your doors?

You should expect a smiling face and a friendly atmosphere! We do our best to make sure that everyone feels welcome.

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

Being voted Best of the Best means that we do make a difference in people's and their pets' lives. Pets are family to us, and we want to do everything we can to make them happy and healthy.

What are you most proud of?

We're most proud of our employees and how much they truly care about the community and their pets.

What's your secret to good customer service?

Our secret to good customer service is getting to know our customers and their pets. A clean and welcoming environment goes a long way in making someone feel comfortable as well.

How do you build trust with customers?

We strive to make sure that customers are welcome here no matter who they are, and by providing fantastic products to make sure that their pets are living their best life.

FINALISTS

- Groomingdale's Salon & Paw*tique, 1436 Central Ave.
- Petlantis, 3127 Central Ave. #1

PET STORE

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

What makes you stand out from the competition?

We are a local natural pet food store who truly cares about our customers and their pets.

What brings customers back to your business?

Great customer service and great products!

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What's your secret to good customer service?

Our secret to good customer service is getting to know our customers and their pets. A clean and welcoming environment goes a long way in making someone feel comfortable as well.

How do you build trust with customers?

We strive to make sure that customers are welcome here no matter who they are, and by providing fantastic products to make sure that their pets are living their best life.

FINALISTS

- PetSmart, various locations
- Shipton's Big R, various locations

POWER EQUIPMENT STORE

King's Ace Hardware
39 years in business
8 locations across Billings, Lockwood, Laurel, Columbus and Sidney
(406) 656-1446
acehardware.com

What makes you stand out from the competition?

Being part of a hardware co-op like Ace Hardware means that our business is locally owned and locally operated and yet has the buying power of over 5,000 Ace stores nationwide. Our commitment to training allows us to deliver small store customer service with big store value.

What makes your business a good place to work?

Our focus on helpfulness extends to our customers, to our community, and to each other. And learning to be more helpful helps us to be better people.

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

We enjoy the opportunity to give back to the communities by giving back to our schools, churches, and community organizations both monetarily and with our time and our commitment.

What can customers expect when they walk through your doors?

A friendly smile and a greeting, assistance and good advice, and appreciation for their business.

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

The 2025 recognition means our customers recognize the value and convenience that we provide.

What's your secret to good customer service?

Ace is the place with the Helpful Hardware Folks. We try to live by that motto every day.

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

Boys and Girls Club of Yellowstone County, Friendship House, Tumbleweed, Optimist Club, Rotary, 4-H and FFA, support of local schools and churches, and many, many more.

How do you build trust with customers?

Being consistently trustworthy and putting the needs of the customer first. And, if we have an issue, we work really hard for a satisfactory resolution.

Fun fact about your business?

Our stores consistently have been recognized by Ace Corporation with their Platinum and Pinnacle awards, signifying commitment to community, to customer service, to a high level of training, and to excellence of overall operation.

FINALISTS

- Heights Ace Hardware, 1547 Main St.
- Shipton's Big R, various locations

SHOE STORE

SCHEELS
123 years in business
1121 Shiloh Crossing Blvd.
(406) 656-9220
scheels.com

FINALISTS

- Shipton's Big R, various locations
- Shoe Carnival, 909 Shiloh Crossing Blvd.

SPORTING GOODS STORE

Shipton's Big R
76 years in business
216 N. 14th St.
2600 Gabel Rd.
1908 Main St.
825 N.E. Main St., Lewistown
1001 N. Center Ave., Hardin
2049 Sugarland Dr., Sheridan, WY
(406) 252-5707
shiptonsbigr.com

What makes your business a good place to work?

Competitive wages. We pay attention to our employees that achieve and go the extra step. Many benefits include health insurance, employee discounts, and paid time off (PTO). Mainly, a very good company culture.

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

Our four markets are Billings, Lewistown, Hardin, and Sheridan, WY. All of these offer a great quality of life. And we get to enjoy & serve all the fine folks/customers that live in these areas.

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

We have received Best of the Best awards for many years. We are grateful. Never, ever do we take this for granted. Receiving this award continually makes us work harder & more efficiently to better serve & satisfy our customers.

FINALISTS

- REI, 711 Henry Chapple St.
- SCHEELS, 1121 Shiloh Crossing Blvd.

VAPE SHOP

Moe's Smoke Shop
1 year in business
1219 N. 27th St.
(406) 534-2467
moesmokeshop.com

FINALISTS

- 406 Glass & Vape, various locations
- B-Town Vapes & Glass, various locations

CASINO

Fenway's Sports Bar and Casino

1 year in business
4241 Kari Ln.
(406) 655-7979
facebook.com/mannysbillings/

FINALISTS

- The Monte Bar and Casino, 2824 1st Ave. N.
- The Wardon's Casino, various locations

GOLF COURSE

Eaglerock Golf Course

22 years in business
5624 Larimer Ln.
(406) 655-4445
eaglerockgolfcourse.com

What makes you stand out from the competition?
We pay great attention to our course conditions. We are hands-on owners who care about our guest's experience.

What brings customers back to your business?
The course has a fun and challenging layout. Also, we are a public course, and it is well maintained.

What's something your customers may not know about your business?
We are a family run golf course. We have been in business now for 22 years. We are also a Harvest host site for people who want to come stay and play golf.

What makes your business a good place to work?
We have had long-term employees that have worked for us 10 years plus. I hope our staff would say we are fair and generous. With a seasonal business it makes it difficult, but free golf is a great perk.

What do you enjoy most about having your business in this community?
Eaglerock has created many jobs, raised lots of dollars for charity events, given many donations, and hosted many high school tournaments in the last 20+ years. We have created a beautiful golf course for the community to enjoy and plan to build beautiful housing developments around it.

What can customers expect when they walk through your doors?
A warm welcome and good customer service.

What does it mean to be voted Best of the Best?
We try hard to provide the best for our guests. We are grateful for the vote from the community! We will keep working hard for our community to be the best!

What are you most proud of?
The legacy that will be left for the community and the family dedication that made it possible.

What's your secret to good customer service?
Caring about the customer.

What are some of the things you do to give back to the community?
We give out many rounds of golf to charity events, hold many high schools golf tournaments; state and divisional tournaments. Also, we host golf tournaments that help raise thousands of dollars for different charities.

How do you build trust with customers?
Just do the right thing.

FINALISTS

- Billings Par 3, 19 S. 19th St. W.
- Pryor Creek Golf Club, 1292 Pryor Creek Rd.

LIVE ENTERTAINMENT

St. John's United Summer Concert Series

62 years in business
3940 Rimrock Rd.
1920 Wyndstone Way
1636 Inverness Dr.
600 Roundhouse Dr., Laurel
(406) 655-5600
stjohnsunited.org

FINALISTS

- MetraPark - First Interstate Arena, 308 6th Ave. N.
- The Pub Station, 2502 1st Ave. N.

MARTIAL ARTS SCHOOL

Martial Arts Academy of Billings

24+ years in business
528 Lake Elmo Dr.
(406) 591-9000
maabtkd.com

What makes you stand out from the competition?
The diversity of the instructors, as in teaching style and personality; yet continuity of the principle of judo and taekwondo.

What brings customers back to your business?
We are fortunate to have students who return after participating in other sports, attending college, or other life events. Our door is always open for our martial arts family.

What's something your customers may not know about your business?
Our entire staff are volunteers who have dedicated their lives to the martial art way, consisting of mutual respect and giving back to our Montana and Northern Wyoming communities. Our owners and instructors participate in the CDC Safe Sport and Heads-Up programs to help ensure a safe training space for all students. We also offer law enforcement family discounts training in either taekwondo or judo.

What makes your business a good place to work?
There is a very positive atmosphere at the academy, and it is always a joy to see the smiles on students' faces.

What do you enjoy most about having your business in this community?
Billings is growing, yet small enough for students to travel and have access to our facility. We have families who commute from as far away as Nye, Bridger, Ryegate, and Worden.

What can customers expect when they walk through your doors?
Customers can feel/hear the excitement of the classes in progress, tempered with respect and discipline.

What does it mean to be voted Best of the Best?
It is very humbling that people would take the time to vote, and we are honored in receiving the Reader's Choice Award in 2025.

What are you most proud of?
We are very proud of our students' accomplishments, whether scholastically, musically, creatively, spiritually, or vocationally. We have been able to watch their growth inside and outside the dojo, becoming leaders in school, other sports, the military, scouting organizations (we have had multiple Eagle Scout award recipients), law enforcement, first responders, and many other work-spaces.

What's your secret to good customer service?
We always try to answer phone calls and chat inquiries in a timely manner and treat everyone the same way we would like to be treated.

What are some of the things you do to give back to the community?
MAAB works with different local and state organizations providing self-defense and awareness seminars geared toward women, young girls, and boys. We also have a tuition assistance program for families with limited resource availability.

How do you build trust with customers?
We try to instill the tenets taught by our mentor, the late Karlo Fujiwara, consisting of Respect, Etiquette, Loyalty, Modesty, and Patience inside and outside the dojo.

What makes your business popular?
Our dojo is very family oriented. Many parents enroll their kids in our program, then decide to join them and train together. Our adult master instructors, both male and female, understand the family dynamic and can gear classes toward appropriate training for the juniors and the adults.

FINALISTS

- Park's Martial Arts, 1920 Central Ave.
- SK Martial Arts / Gracie Jiu-Jitsu Billings, 777 15th St. W.

CATS OR GRIZ

Montana State University Bobcats

132 years in business
#1 Bobcat Cir., Bozeman
(406) 994-2287
msubobcats.com

FINALISTS

- Griz, 32 Campus Dr., Missoula

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