



Nominate Now



key dates inside



READERS' CHOICE 2021

NOMINATIONS ARE LIVE THROUGH JUNE 30

IT'S TIME TO NOMINATE YOUR FAVORITE LOCAL BUSINESSES, PEOPLE AND ACTIVITIES FOR THE 2021 BILLINGS GAZETTE READERS' CHOICE AWARDS.

Readers Choice is a special advertising section of
The Billings Gazette



BILLINGS GAZETTE
COMMUNICATIONS

President

Dave Worstell

Access Readers' Choice at

www.billingsgazette.com/special-section

Go to go.billingsgazette.com/readerschoice2021

now through Sunday, June 30 to nominate your favorites.

Registered users may nominate once per day.

The Billings Gazette will tally the results, and the top 5 nominees in each category will move on to the official Readers' Choice ballot.

Voting will be open

Monday, July 26 through Sunday, August 22

on billingsgazette.com/readerschoice2021.

Registered users may vote in each category once per day.

The 2021 Readers' Choice winners will be announced in a special publication on Sunday, October 24 in The Billings Gazette.

Access to Readers' Choice nominations guide and winner's guide:

www.billingsgazette.com/special-section

GO.BILLINGSGAZETTE.COM/READERSCHOICE2021

KEY DATES

Nominations: June 7 – June 30

Voting: July 26 – August 22

Winners Announced: Sunday, October 24

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Readers' Choice Categories 2021

EATING & DRINKING

Best All Around Restaurant
Best Bakery
Best Barbeque
Best Breakfast
Best Caterer
Best Cheeseburger/Hamburger
Best Chinese Food
Best Coffee Shop
Best Doughnuts
Best Family Restaurant
Best Food truck
Best Fresh Meat/Seafood (Grocer)
Best Fried Chicken
Best Frozen Yogurt Shop
Best Ice Cream
Best International Food
Best Italian Food
Best Japanese food
Best Mexican Food
Best Micro Brewery
Best Pizza
Best Place for a Romantic Dinner
Best Place for Lunch
Best Ribs
Best Seafood
Best Steak

Best Sub Sandwich
Best Sushi
Best Thai Food
Best Wait Staff
Best Wings

HEALTH & WELLNESS

Best Dental Practice
Best Eye Clinic
Best Hearing Aid Provider
Best Medical Cannabis Provider
Best Medical Spa
Best Pharmacy
Best Physical Therapy & Rehab
Best Surgery Center
Best Weight Loss Center

BEAUTY & FITNESS

Best Barber Shop
Best Day Spa
Best Fitness Gym
Best Hair Salon
Best Nail Salon
Best Specialty Fitness Club
Best Tanning Salon
Best Tattoo Shop
Best Yoga Studio

AUTOMOTIVE

Best Auto Body Repair
Best Automotive Services
Best Car Dealer - New
Best Car Dealer - Pre-Owned
Best Car Wash
Best Limousine Service
Best Oil Change
Best RV Dealer
Best Tire Store
Best Towing & Recovery

LOCAL

Best Cultural/Arts Center
Best Customer Service
Best Hotel
Best Music Venue
Best Place for a Child's Birthday Party
Best Place for Family Fun
Best Place to Get Married
Best Place to Work
Best Retirement Community

PEOPLE

Best Accountant (First/Last Name & Workplace)
Best Attorney
Best Barber

Best Bartender - Female
Best Bartender - Male
Best Chef
Best Chiropractor
Best Dentist
Best Esthetician
Best Financial Advisor
Best Hair Stylist
Best Insurance Agent
Best Interior Decorator
Best Massage Therapist
Best Mortgage Loan Officer
Best Nail Technician
Best Optometrist
Best Photographer - Children
Best Photographer - Wedding
Best Photography - Portrait
Best Realtor
Best Tattoo Artist

SERVICES

Best Bank
Best Computer Repair Shop
Best Credit Union
Best Custom Framing Store
Best Electrical Contractor

Please see **Catagories**, Page 5



**Previous winners in the
Best Accountant and Best Tax
Prep Service categories**

**Thank you for
2015, 2016, 2017, 2018, 2019, and 2020!
Let's do it again in 2021!**



**We appreciate your
business and
continued support.**

**Woods Accounting
1030 S. 24th St. W, Billings, MT**

406-969-5394

- **BOARDING**
- **DAYCARE**
- **TRAINING**
- **GROOMING**



**We appreciate your business and
would love to have your vote for
Best Pet Boarding Facility!**



**29th Street & King 2922 Millennium
Billings, MT 59102**

406-656-5100

www.bigskypetresort.com

Categories From 4

Best Insurance Company
Best Mortgage Lender
Best Moving Company
Best Pet Boarding facility
Best Plumbing Service
Best Tax Prep Service
Best Veterinary Service

SHOPPING

Best Antique Store
Best Bike Shop
Best Boat Dealer
Best Bridal store
Best Clothing Store - Men's
Best Clothing Store - Women's
Best Consignment/Used Clothing Store
Best Cowboy/Cowgirl Boots
Best Fabric Store
Best Farm Ranch Store
Best Florist
Best Gift Store
Best Grocery Store
Best Hardware Store
Best Jewelry Store
Best Lingere Store
Best Music Store
Best Optical Store
Best Pet Groomer
Best Pet Store
Best Place to Buy Produce
Best Power Equipment store
Best Shoe Store
Best Sporting Good Store
Best Wine Store

SPORTS & ENTERTAINMENT

Best Bowling Alley
Best Casino
Best Golf Course
Best Karaoke
Best Live Entertainment
Best Martial Arts School
Best Ski Mountain/Resort
Cats or Griz

HOME & GARDEN

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

Readers' Choice Nominations 2021



AUTOMOTIVE SERVICES

**VALLIE AUTOMOTIVE CENTER,
17 YEARS IN BUSINESS
2071 ROSEBUD DR
(406) 248-4023
VALLIEAUTOMOTIVE.COM**

Car repairs can be stressful. Finding trustworthy, capable mechanics that will not nickel-and-dime vulnerable clients can be hard to come by. Yet, Billings drivers agree that Vallie Automotive Center is the best place for automotive services. Dependable, honest and experienced – those are just some of the qualities that bring customers back, time and again.

What makes you stand out from the competition?

Vallie Auto Center offers online estimates with in-house financing while servicing most all makes and models.

What brings customers back to your business?

Our customers appreciate us always making sure they are our priority by providing lower prices on repairs, no-cost courtesy inspections, and a customer friendly experience whether you call or walk in the door.

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

We offer free online estimates and inhouse financing through our Napa Care and Synchrony Financial.

What makes your business a good place to work?

We are a family owned and operated local business. The work environment is one of family and friends.

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

To be able to give back to the community you grew up in and be able to help those locally is an amazing part of running a small local business in Billings.

What can customers expect when they walk through your doors?

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

What's your secret to good customer service?

Making sure to take the time to hear out their concerns in full, then provide them an estimate before any repairs are done. We try to always make sure our customers are our priority.

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

In the 17 years we have been in business, we have given 20 vehicles away to local families in need. We currently donate repairs of customer's vehicles based on need.

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

Be honest, fair, and compassionate with every customer. Empathize with your customers on a one-on-one level.

COMPUTER REPAIR SHOP

**BILLINGS TECH GUYS,
6 YEARS IN BUSINESS
2341 BROADWATER AVENUE
(406) 534-9565
BILLINGSTECHGUYS.COM**

"We believe customers keep returning because of our knowledge and customer service. Customers know that whatever problem they have, we can fix it and fix it for a fair price. We never talk down to our customers or talk with too much technical jargon. Customers leave with an understanding of the problem and how it was fixed. Many customers are pleasantly surprised about how smooth and fast the repair process is with us, with iPhone repairs done within an hour and computer repairs returned within 24 hours," said Dylan Solberg of Billings Tech Guys.

What makes you stand out from the competition?

We stand out from the competition in many ways. We are 100% local. We started over five years ago focusing on providing superior technical services to the Billings community. We know the community and love working with everyone.

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

Customers may not know of all the services we offer. We specialize in Business IT Managed Services and Computer Repair, but we have a portfolio of services, web design and social media marketing, home theater and tv wall mounting, smart home, iPhone repair and drone and 3D tours. Many customers are pleasantly surprised when they walk in the store to see the wide selection of products we carry, both new and used.

What makes your business a good place to work?

We have built a great team over the years. Everyone is very knowledgeable and enjoys working with both customers and technology. There is a fun and exciting environment where we are always learning new technology while making many jokes daily and keeping a light atmosphere.

What can customers expect when they walk through your doors?

We treat all our customers as family. When someone comes in with any problem, they are greeted with a smiling face and a technician ready to solve their problem. We pride ourselves on our client relations and building a long-term relationship.

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

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

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



We love working with the community and try to give back as much as we can. Every January, we partner with Tumbleweed to recycle old or broken technology. We donate \$1 for every device that is recycled at our location throughout the month of January. We are also partnering with Family Service to provide a Fresh Start Computer Program. The program provides students with a computer and teaches those in need the basic computer skills.

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

Trust is built over time with our customers. It helps having a big community presence and many new customers are coming to us because of a referral. Once you have received a service with us, you realize that we are very knowledgeable and easy to work with. We know how important technology is for you and fix the problem as quickly as possible and make sure it is good to run in the future.

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#1

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SERVICES!**



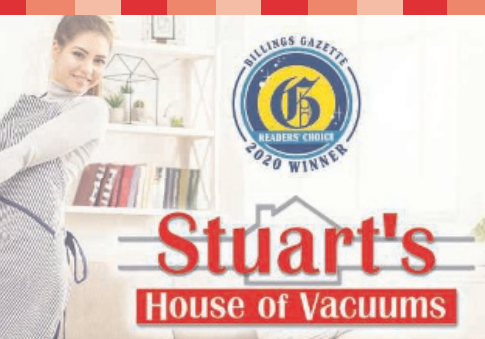
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It is a great honor
to serve you and be
chosen as Billings'
Best Vacuum Store!**



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CUSTOMER SERVICE

**CLASSY N' SASSY COFFEE,
7 YEARS IN BUSINESS
1508 MAIN STREET
1313 BROADWATER AVENUE
750 JOHNSON LANE
(406) 890-0806
CLASSYNSASSYCOFFEE.COM**

Great customer service begins at the top of any business. If employees are treated great, then customers are treated great. This is one of the many reasons why Classy N' Sassy Coffee has received the win for Best Customer Service. "Customers can always expect a friendly smile and someone to make their days great, day after day. We also guarantee them a highquality drink. We do not believe in cutting corners or going cheap on any of the drinks that go out our windows," said owner Cassandra Dennison.

What makes you stand out from the competition?

Customers come back for our top-notch customer service and the best coffee in town.

What brings customers back to your business?

When you stop at our shops you can expect to be greeted with a smile and one of our baristas to find you the perfect drink.

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

We are locally and veteran owned and operated. We partner with a local roaster, bakery and almost all of our vendors are local.

What makes your business a good place to work?

It's a great place to work because we provide a fun and upbeat work environment for all employees, we strive to always lead with dignity and love.

What do you love most about having your business in this

community?

That's an easy question, it's the endless support. Without our customers, we simply would not be in business. We cannot thank everyone enough for supporting us day after day.

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

It's honestly such a great honor. It makes all those many hours of hard work and sleepless nights worth it knowing how far we have come, and how bright the future is for our company as a whole.

What are you most proud of?

We are most proud of the business we have built and the opportunity to not only employ close to 30 employees, but to also be able to give back to our community in many ways.

What's your secret to good customer service?

One should strive to treat customers as if they were your own family. Do right by them and know that they are spending money at our shops and feeding each one of our families that work in our shops. It's important to not treat people as a number or just another car in the line.

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

We offer discounts to first responders and veterans every single visit. We donate to many fundraisers and benefits throughout the year, and offer free deliveries to schools and hospitals in our neighborhood.

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

We build trust with our clients by simply treating everyone as we would want to be treated.

What makes your business popular with families?

Our coffee kiosks are popular because we offer many unique drinks that cannot be purchased anywhere else in town, coupled with our unrivaled customer service.

THANK YOU BILLINGS!

**For Voting Us
YOUR #1 LOCAL
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Company!**



With your support for over 30 years, we have had the honor of building lifelong friendships, memories and also of building and rebuilding family homes in our wonderful community.

From the bottom of our hearts,

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**1305 4th Avenue North • 406-248-2051
www.WinDorIndustries.com**



DOUGHNUTS

**HEIKO'S BAKERY,
NOW MISS GIGI'S
3429 CENTRAL AVE STE. C
2401 2ND AVE. N.
(406) 839-9012**

Whether it be with your morning coffee, a family treat on a fall day, a special dessert for a party, or a personal pick-me-up, a delicious doughnut can make any day better. The flavorful doughnut selection at Heiko's Bakery takes the win for best doughnut in Billings. The melt-in-your mouth doughnuts at Heiko's have proven that Billings has a sweet tooth with high expectations – and this bakery will never disappoint.

What makes you stand out from the competition?

We make everything from scratch. We only accept the highest quality ingredients for all of our products.

What brings customers back to your business?

Friendly customer service, fresh daily products, fast service. What's something your customers may not know about your businesses of our recipes have been handed down from previous generations within the family.

What makes your business a good place to work?

It's a very relaxed environment and we treat all employees like family.

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

Getting to see all the friendly faces every day. Being able to talk to all of our customers and getting lots of positive feedback from them.

What can customers expect when they walk through your doors?

Service with a smile, high quality products, fresh products that will not disappoint anyone's taste buds.

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

It means that we are putting out the best product to the Billings community and the best customer service.

What are you most proud of?

I am proud of all of my great employees, and all the great product that they put out to the Billings community.

What's your secret to good customer service?

Service with a smile and great attitudes.

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

We donate donuts to Montana Rescue Mission twice a week. We also donate donuts to various first responders during the week. We also give discounts to all first responders, local LEO's, health care workers, and any current or former military.

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

We are honest about everything that we put in our product.

What makes your event (or attraction) popular?

Fresh, daily product and great customer service.

What makes your business popular with families?

That we interact with the kids and make their time in our store fun and eventful.

FARM RANCH SHOP

SHIPTON'S BIG R, 72 YEARS IN BUSINESS

216 N. 14TH STREET

2600 GABEL ROAD

1908 MAIN STREET

301 N. 14TH STREET

825 N.E. MAIN ST., LEWISTOWN

1001 N. CENTER AVE., HARDIN

2049 SUGARLAND DR., SHERIDAN, WYO.

(406) 252-5707

SHIPTONSBIGR.COM

Raising a family in Big Sky Country involves farmland life – even in the big city. For many, they have grown up with Shipton's Big R as a staple to find everything from animal care to clothing, footwear, firearms and so much more. Since 1949, the store has long encapsulated the feel of living in Montana and the region, providing ranchers, farmers, and hunters with quality items at a fair price. Seventy-two years later, Shipton's Big R still meets the needs of the surrounding community, proving customer devotion comes full circle.

What makes you stand out from the competition?

Diversity of products and departments, quality brands, locally owned, customer service, seven locations, service center, e-commerce, everyday low prices.

What brings customers back to your business?

Quality products, everyday low prices, we stand behind what we sell, good customer service, convenient locations and hours (most stores) are from 730 a.m. to 8 p.m., Monday – Saturday, and Sundays from 9 a.m. to 6 p.m.

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

We service power equipment.

What makes your business a good place to work?

Company culture; good management; good wages; consistency of hours (very few layoffs); benefits including insurance, employee discounts, PTO and 401K.

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

We are relevant and serve a purpose.

What can customers expect when they walk through your doors?

You will always find clean stores, well lit, great merchandising, great customer service and top-name brands.

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

We are very thankful and appreciative of this. Never take it for granted. Thank you.

What are you most proud of?

That we are still relevant and current after being in business for over 72 years.

What's your secret to good customer service?

Mostly the way that customers are treated. Customers are first and that is the reason we are in business.

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

We support many organizations in the community and surrounding area. Due to our customer base, we try to do everything possible for organizations such as 4H.

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

We always strive to offer the best customer service possible.

What makes your business popular with families?

Almost everything we are associated with is family friendly. Every year, we are a sponsor at the Corn Maize.



State Farm® Insurance Agent

Auto • Home • Property
Business • Life • Health

Thanks for voting me 2020's Best Insurance Agent!
I would appreciate your nomination this year!



Sean O'Daniel



To support our local restaurants we have been holding monthly Magic City's Best food competitions. We order food from local Billings' restaurants and then do blind taste tests with our "specially trained" food experts. Check out our Facebook page for details. A plaque is awarded to the winning restaurant of each food competition.

Remember to support your local restaurants!

- February – Best Chili
- March – Best Fried Chicken
- April – Best Eggrolls
- May – Best Street Tacos and Best Margarita
- June – Best Pizza & Beer

- July – Queso and Cocktails
- August – Signature Wings
- September – Pork Chop Sandwich
- October – Signature Burger
- November – Signature Mac N Cheese
- December – Pulled Pork Sandwich

Watch Out for Our Annual
Scarity Haunted House
Details Coming in October!



1020 Shiloh Crossing Blvd.
Suite 3 - Billings, MT
406-702-7711



FITNESS CENTER

**FIT 406 BOOTCAMP,
1 YEAR IN BUSINESS
2135 GRAND AVE. SUITE B
(406) 894-2034
FIT406BOOTCAMP.COM**

You aren't just a number, here. Unlike a box gym or a large corporate gym, Fit 406 Bootcamp treats each client with special attention – they know your name and establish personal relationships. Open to all fitness levels, the staff meets every individual where they are in their personal fitness journey. Boot camp is a 45-minute full body workout that incorporates cardio, HIIT (high intensity interval training), and weights to build a strong core, strength, and endurance in a high energy group setting. Every day is a different workout that is fun and challenging.

What brings customers back to your business?

Definitely the trainers, the workouts and the welcoming and encouraging atmosphere. Our trainers provide a full body workout every day that is creative, fun, and challenging. The trainers build relationships with the members and help our clients to reach their personal goals. All of our coaches bring a desire and passion for health and fitness and helping others.

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

We offer the Fit 3D scanner. There is nothing more accurate on the fitness market than this body scan technology. Members have unlimited use and the price for the community is just \$20 per scan. In 35 seconds, the Fit 3D scanner gives over 200 measurements including body fat, lean mass and posture reports as well as full body circumference measurements. This gives clients the ability to actually visualize their progress.

What makes your business a good place to work?

We have an incredible team of coaches that have a passion for health and wellness, and they love to share that with others. They all work together to bring our members great workouts that get results.

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

We have an amazing, supportive community. That was made undeniably evident during our shutdown this spring. Our members stayed with us through the closure and the online workouts. Our Billings Chamber was very supportive in helping us share the creative ways we were helping our members stay connected. Other gym owners in the community were showing support and including us in discussions of the closures. Our Billings community is the best.

What can customers expect when they walk through your doors?



A friendly greeting, a clean facility, a supportive community, and a great workout.

What are you most proud of?

Growing a gym that welcomes all fitness levels. A place where there is no judgment, just encouragement and support. A community of people that are all working on their health and fitness. We are proud of the friendships that are cultivated here and the relationships we are building.

What's your secret to good customer service?

Number one is knowing our members by name and building relationships. We meet our customers where they are in their fitness journey. We give encouragement and support to someone just starting out. Acknowledging their accomplishments and reminding them where they started gives members the motivation to keep moving ahead. Members that are more advanced in their fitness might need a little push or challenge. Providing a clean and inviting space to workout in is important to us.

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

We have a program that we call Fit 406 Gives Back. Coach Shelley has taken the lead to plan and find charities that Fit 406 Bootcamp can help. We have made sandwiches for the homeless, adopted families at Christmas and worked with Amy and Jason at Liberty and Vine to clean up our city. With COVID, a lot of the charity opportunities have been on hold.

Giving back is a great way to get to know our community, meet new people and make an impact.

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

We build trust with our customers by building a relationship with them. We get to know who they are and what they need from us. We provide experienced certified trainers that are focused on each individual member and provide them with what they need to reach their goals.

What makes your event (or attraction) popular?

Our gym gives personal attention to our members and variety to the workouts. A lot of people don't know what to do once they enter a gym. We make it easy by providing a fun and challenging workout already written and a coach to cheer them on every step of the way.

What makes your business popular with families?

We try to include the family by putting on challenge events that families can do together. We had our first Trail Challenge in June and it was such a huge success that we are planning a Halloween themed challenge in October. We encourage a healthy eating plan. We don't believe in a diet that is restrictive and hard to follow or that makes some foods "bad." Eating healthy does not have to be complicated. It's all about learning to prepare healthy meals that everyone can enjoy and live with. We want health and fitness to include the whole family.



HARDWARE STORE

**ACE HARDWARE,
97 YEARS IN BUSINESS
VARIOUS LOCATIONS
(406) 656-1446
ACEHARDWARE.COM**

With seven locations, there isn't a neighborhood in Billings, the Heights, Lockwood, and Laurel that is not close to an Ace location – and that availability is what makes them the Reader's Choice winner for Best Hardware Store. And since Ace Hardware is a co-op, the combined advantages of being locally owned and operated makes Ace a true neighborhood hardware store.

What brings customers back to your business?

We are constantly telling people that, "Ace is the place with the helpful hardware folks," and we work our tails off to be sure that we are helpful, knowledgeable and friendly. We talk the talk, and we work very hard to walk the walk behind the Ace jingle.

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

People may not know that in addition to new employee orientation and on-the-job training, we take a week every winter to gather employees at an offsite location and participate in "spring training" which is a weeklong training program that includes training from vendor and manufacturer reps, Ace Corporate training staff, and our own most experienced associates. We cover everything from outdoor power equipment to BBQ grilling, paint, customer service skills, and new product introductions.

What makes your business a good place to work?

Because we have seven locations, we have a lot of friendly rivalry. Every Ace team wants to be the best, but we work together to put the needs of our customers first. If we do not have the item you need, or the answer to your question at the store you are in, there is a good chance we have it at one of our locations, and we will bend over backwards to get you taken care of.

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

The opportunity to give back to those who serve our youth and our most at-risk populations. We are proud to support the Boys and Girls Clubs of Yellowstone County, Friendship House, Children's Miracle Network, Tumbleweed, Optimist youth programs, Rotary, 4-H, FFA and many more community organizations.



HOT TUB/SPA CENTER

**MONTANA HOTSPRING SPAS,
44 YEARS IN BUSINESS
2217 GRAND AVE.
(406) 652-7727
LOVETHEHOTUB.COM**

Having a place to soak the day's tensions away can create a dramatic change in the quality of life. Montana Hotspring Spas believes saunas and hot tubs are more than a luxury home improvement, but a key to wellness. And why not ease a stressed body and mind with a little hydrotherapy?

What makes your business popular with families?

Families desire time to be together to unplug and unwind. Our wellness products of hot tubs and saunas provide a place to do just that. We have the perfect product for the times we are living in. We call our hot tubs the best for all seasons and all reasons. The benefits are not just physical, but are helpful mentally and emotionally, and especially, socially with family time and providing an opportunity for being together out in the Montana outdoors.

What makes you stand out from the competition?

Our expertise, years of experience, and local reputation combined with over 44 years in Billings selling and servicing the #1 rated hot tub in the world - Hot Spring.

What brings customers back to your business?

Our family-like culture combined with friendliness, dedication and commitment to our customers.

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

We sell a wellness product, rather than a luxury product.

What makes your business a good place to work?

We compensate our employees at the top of industry standards, plus we offer full benefits including health, dental and vision insurance along with a retirement plan. The owners are

active in the business and work to set a fun culture in which to be a part.

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

Even though Billings is the largest city in Montana, we earn our customers' respect and trust through intimacy of service and follow-up. We were born and raised in the community and enjoy being able to support Billings through youth sponsorships, charities and other organizations.

What can customers expect when they walk through your doors?

A friendly greeting and a respectful approach to helping fulfill the needs of our customers whether it be for a new hot tub, sauna, or water care products.

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

We feel very humbled, yet proud of our team as we strive to serve our customers in the best ways possible.

What are you most proud of?

The ability to provide jobs for our staff members and the ability to give back to the Billings community as a retail and service business that provides a wellness product designed to make every day better for our customers.

What's your secret to good customer service?

Selling the best-built products in the industry and having a great, well-trained team that is experienced in sales, delivery and service.

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

We give to all the Billings high schools in a variety of ways - sports, dance teams, cheerleading, music programs, etc. We support Legion Baseball and Little League. We contribute to various Christian organizations.

How do you build trust with clients (or patients, 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 than clients and almost become like family to us.

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HOTEL

**NORTHERN HOTEL,
101 YEARS IN BUSINESS
19 N. BROADWAY
(406) 867-6767
NORTHERNHOTEL.COM**

Staying at the Northern Hotel is like staying in a piece of downtown history. Originally built in the early 1900s, the hotel has undergone fire, transformation, and transition – time and again, it has proven why it is the best hotel in Billings. Beautiful, majestic, and enchanting, the hotel has two incredible restaurants with menus that will never disappoint and an ambiance that makes customers never want to leave. The Northern Hotel truly is the heart of downtown Billings.

What makes you stand out from the competition?

Our hard-working staff, which is second to none and the finest in Billings.

What brings customers back to your business?

Once again, we have to say it's our customer service and the connection our staff makes with our guests. Whether a guest returns for business, is celebrating a special occasion with us or simply staying for a weekend break from it all, it's the staff and the pride they have in the Northern that keeps them coming back.

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

TEN restaurant is the only establishment in Billings to receive the Wine Spectator Award of Excellence for 2020.

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

We have some of the finest neighbors here in downtown Billings and are so proud to be a part of this community and eager to continue assisting in the overall development and growth.

What can customers expect when they walk through your doors?

Our friendly staff to welcome you and the experience in knowing that the Northern is rich in history and a true cornerstone of Billings where countless memories have been made over the years.

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

We are incredibly humbled when the hard and tireless efforts of our staff are recognized. Without our staff and the impact they have on our guests, we would not have the honor of receiving such recognition. We are truly grateful and sincerely want to thank all the wonderful people of Billings for their business, their support and for coming through our doors during these very trying times. We thank you, Billings, from the bottom of our hearts.

What's your secret to good customer service?

We will never tell. In all seriousness, it is our mission statement: Connect. Empathize. Respect.



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

The Northern management team and employees are involved in the furtherance of the following: development of employee base, economic development, business development, community safety,

education and advancement in diversity and inclusion.

What makes your event (or attraction) popular?

The incredible history surrounding the Northern along with Bernie's, TEN and our event space. We can't forget to mention our great location in the heart of downtown Billings.

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INSURANCE AGENT

SEAN O'DANIEL - STATE FARM INSURANCE
4 YEARS IN BUSINESS

1020 SHILOH CROSSING BLVD STE 3
(406) 702-7711
SEANODANIELINSURANCE.COM

Customer service is a top priority at State Farm Insurance. Sean O'Daniel says the goal is to treat each customer with importance. It isn't about getting clients in and out - it's about the details. O'Daniel believes it is imperative to take time with clients and explaining what coverage makes the most sense for them. Having the right insurance is a make-or-break deal for homeowners, renters, car owners, leasing and more. O'Daniel and the State Farm team take that seriously and want the best for each client.

What brings customers back to your business?

I think our honesty and integrity keeps customers coming back to our office. We also treat every customer we have like family. We will always go out of our way to make sure the customer experience is second to none.

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

They may not know that every chance we get, we try and scare the daylight out of each other on the daily - makes for an exciting work environment.

What makes your business a good place to work?

I believe we have created a culture here that can let individual personalities shine. Everyone is unique and can bring a unique perspective and background to make our office inclusive to all. We don't take ourselves too seriously, but when it is time to get down to work, our office operates at a very high level.

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

I have always loved the city of Billings. There is something to do for everybody. I went to college at MSU-Billings and played tennis here and have always enjoyed the people of Billings and would not want to be anywhere else. Many of the other small business owners in this town are always willing to help out or lend a hand at the drop of a hat - it is a very close-knit community.

What can customers expect when they walk through your doors?

They can always expect to be greeted with a smile. We like to mix up our music, so any song

from any genre could be playing and we do like to play our music a little louder, so if you feel like dancing when you walk in, that would be perfectly fine. We also have homemade popcorn and fresh chocolate chip cookies at all times.

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

I'm very blown away by the support we have received. Getting into the insurance industry, I just wanted to help people out. I'm very honored not only to win, but because there are so many incredible insurance agents and people throughout the city of Billings.

What are you most proud of?

I'm most proud of my team. I ask a lot of them, and they step up to the plate and deliver every single time. I'm lucky to have found these people and they make me work harder every single day. I'm also thankful to my family who have always stuck by me and given me support at every turn. I'm also proud to represent the city of Billings, the best place to live in Montana.

What's your secret to good customer service?

We don't really have a secret. We just treat everyone how we would want to be treated. We give them 100% of our attention as if they were our only customer.

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

We have our Quotes for Good Program. Every month we pick a new non-profit and for every quote we get, we donate \$10 to that non-profit. We also like to do our food challenges to highlight all the great local restaurants in the Billings area. This year will be our third annual haunted house that we are putting on, and 100% of the proceeds go to four local non-profits. This event has gotten bigger and bigger every year and I can't wait for Billings to see what we have in store for this year.

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

We build our trust with our customers by our honesty and integrity and always being available to help our customers out.

What makes your business popular with families?

We like to create a family atmosphere by developing life-long relationships with our customers. We go through the ups and downs of everyday life with each customer and we wouldn't want it any other way. Like a good neighbor, we will always be there for our customers.

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**CENTRAL WELLNESS,
9 YEARS IN BUSINESS
1010 CENTRAL AVE. STE 1
(406) 869-1066
CENTRALWELLNESS.COM**

Taking care of your inner self often means taking care of your outer self. It is not about vanity; it is about feeling good in your own skin – and feeling good in your own skin enhances your quality of life. At Central Wellness, the team assists clients in finding methods to be their best self: comfortable, confident, and happy.

What makes you stand out from the competition?

I believe it is our staff. They love what they do, and they are devoted to the clients and to each other.

What brings customers back to your business?

I think it is because they are our friends. Our clients are not just people who come and get treatments – we know them, we care about what is going on in their lives, they share the happy and the sad. We try to help fill their cup, so when they carve out a few minutes to take care of themselves we try to make it count.

What's something your customers may not know about

your business?

It's not scary to come into Central Wellness. We know talking about aging or body fat can make you feel vulnerable. Our staff really helps people feel safe in their own skin. We help people feel better about themselves from the inside. Beauty is not from the outside but comes from within. In the aesthetic world we see lots of "over done" faces, that is not what you will find from our team at Central Wellness.

What makes your business a good place to work?

We have a healthy team environment. Everyone genuinely enjoys working with each other, they help when someone gets behind or is feeling a little stressed. They care about what is going on with each other outside the workplace. We laugh. We celebrate the good and learn from each other's success and mistakes.

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

The people. We have some of the most amazing clients. We look forward to seeing them. I think it is gratifying when you can see the women (and men) leave here more confident because they feel better about themselves.

What can customers expect when they walk through your doors?

A big smile and a warm welcome. We are here to help them find

the best services to help them age a little slower. To help them feel more confident about themselves. I think they know we will always be honest in our recommendations. Sometimes telling a client that it is not the right service for them is not easy, but we do if what they are wanting is not the right fit.

What are you most proud of?

I am most proud of the amazing group of women that make up this team. With all that goes on out in the world today – uncertainty, family challenges, the world disliking one another, natural calamities, who knows what will come next. Here we treat each other with kindness and respect. This team shows love and kindness to all – no matter their background or cultural diversity. They all have a faith in God and just to do the right thing, no matter the consequence. That is truly what I am most proud of.

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

We enjoy helping in the community and do often – making a difference outside of the office is very important to all of us here at Central Wellness. I have stressed to our marketing team, any charitable contributions or helping hands that we lend in the community may not be used for our financial gain as a marketing tool. I believe if you blow your own horn it stops being a charitable gift, because you are getting something in return.



MEXICAN FOOD

GUADALAJARA MEXICAN RESTAURANT,
26 YEARS IN BUSINESS
17 N. 29TH
1213 GRAND AVE
1403 MAIN ST HEIGHTS
(406) 652-5156
GUADSMT.COM

Comfort food comes in all shapes, sizes, and flavors. Whatever the occasion – date night, girls evening out, family dinner, a relaxing meal for one, or gathering of friends, Guadalajara has an impressive menu for everyone. Chicken and beef fajitas, chimichangas, enchiladas, tacos, tostadas, burritos, chile relleno, and so much more – Guadalajara Mexican Restaurant will never disappoint.

What makes you stand out from the competition?

We are a blend of tradition and trend; you can find the Mexican customers have in mind. From a Fresh Squeezed Lime Margarita and Carne Asada Enchiladas to our Homemade Brown Sugar Rimmed Margarita and Ground Beef Mexican pizza, we've got it covered.

What brings customers back to your business?

Our family like atmosphere. We have a big family and feel like the more the merrier.

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

Our newest place we are opening has taken on the name Guad's from our local community and roots. It is an honor to live and grow where we have been loved and supported for almost a quarter of a century.

What makes your business a good place to work?

We all care and watch out for each other. Whether it be covering each other's shifts so we can do special events or family emergencies, a lot of us consider each other more family than anything.

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

Everything. Seriously.

Who can get through a pandemic without the help of your community?

It is overwhelming, the support. Businesses, clinics, hospitals, and so many people. That allowed us to keep our business going and we could not have done it without their support.

What can customers expect when they walk through your doors?

To be greeted and escorted to your table to enjoy chips and salsa to start before you order.

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

It means so much, especially because it is done amongst our peers. We are and support local so that means everything.

What are you most proud of?

Still being up and running after a pandemic.

What's your secret to good customer service?

Loving our co-workers. Our motto is teamwork makes the dream work.

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

We try to contribute to any and all causes in our community. They have helped us help others and it is a dream come true to be able to help and support any of our struggling families the way they have us all these years.

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

By treating them the way we want to be treated, family.

What makes your event (or attraction) popular?

The food and drinks are definitely the star of our show.

What makes your business popular with families?

Most of the time it is our family friendly menu for all family members and our fun staff.



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MICRO-BREWERY

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CANYONCREEKBREWING.COM**

"We strive to make our customers truly feel appreciated. From remembering your favorite pint, asking you about that recent trip you took, to keeping our brewery and patio areas clean and inviting. Our beer is consistently delicious. Our Beertenders pour you a perfect, tasty pint with a smile," said Ron Kalvig of Canyon Creek Brewing.

What makes you stand out from the competition?

We are the first ones to build a brewery from the ground up on the West End of Billings – and we make a good product that keeps them coming back for more. All the breweries in this area make great beers and we should all be proud of this.

What makes your business a good place to work?

We get to serve our community the best beer around. Who is not having a good time serving tasty brews to our fellow beer drinkers?

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

The people that come here to enjoy great beers.

What can customers expect when they walk through your doors?

A relaxed atmosphere while being greeted by our Beertenders who are ready to serve you your favorite beer.

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

It validates all the hard work every single member of our team at the brewery strives for every day. We are all very proud to call Canyon Creek Brewing our place of employment.

What are you most proud of?

It's a beautiful place and the patios are an awesome place to hang out. The beers are some of the best around town. Returning customers.

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

We support a lot of nonprofit organizations with donations and event gatherings.

What makes your event (or attraction) popular?

Medal winning beers, two beautiful patio areas to relax and hang with friends, tasty food trucks, and great customer service.



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PET GROOMER PET STORE

**DEE-O-GEE,
3 YEARS IN BUSINESS
27 SHILOH RD., STE 1
(406) 534-4245
BILLINGS.DEE-O-GEE.COM**

Only three years in business, the Dee-O-Gee has made a lasting impression with Billings pet lovers winning two Reader's Choice categories best pet store and best pet groomer. Dee-O-Gee is the only business in Billings that offers such a large selection of holistic food and treats, professional dog grooming and dog daycare. They truly care about the well-being of every pet that comes through their door and will attend to that pet as if it is one of their own.

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

In addition to professional dog grooming, we have two DIY dog wash stations – save your bathroom at home and come use our new, clean facilities to give your dog a bath.

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

It takes a lot of trust when your beloved pets are involved. We know that we are pet people, too. The fact that we are so heavy on product knowledge for our staff and so invested in the manufacturing partners – we can confidently recommend any/all of the foods and treats we carry to our customers. In turn, they trust us because they know we stand behind everything we sell, 100%. We have the best interest of our customer's pets at heart, every day. That is who we are.

What makes your business popular with families?

Caring for your dog or cat is often a family affair. We love when

kids come in with their parents to pick up their dog from grooming or dog daycare. It is healthy for the animals to be around kids and it is valuable for the kids to learn how to properly care for a pet. We love that we can be part of that.

What brings customers back to your business?

At Dee-O-Gee, we truly care about the health and well-being of each animal that we serve. When your dog or cat is being fed the right food, they are healthier and happier. We love finding the right food or supplements for your furry family members.

What keeps customers coming back?

Our customer service and in-store shopping experience is second to none. Also, we offer convenient online ordering for local delivery or in-store pickup.

What makes your business a good place to work?

Who wouldn't love to work with dogs? In addition to being part of a progressive, locally owned business (and, working with dogs) our employees receive free pet food, company matching retirement plan and annual PTO leave. Because of the growth in our now award winning grooming salon, we are currently hiring groomers to keep up with the demand.

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

The people of the greater Billings area have been so supportive and receptive to Dee-O-Gee in Billings. The folks here really care about their pets and desire to do right by them, including finding appropriate food, fun treats and high-quality toys.

What can customers expect when they walk through your doors?

A smiling face, a clean well-lit shopping experience for your pet's food and supply needs that does not smell like a feed store or a wet dog. You'll find dog and cat products that are unique and not available at mass produced outlets. It is truly a one-of-a-kind shopping



experience for your pet.

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

We have only been open in Billings for less than three years, so to have gained the trust of so many locals in such a short amount of time has been humbling. There are lots of other pet supply and pet care options in the Yellowstone Valley, so we really appreciate all the friendly faces (human and furry) that we see come through our doors.

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What makes you stand out from the competition?

Our customer service. We pride ourselves on providing outstanding customer service and excellent care for our pet guests.

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

This is a family owned and operated business and the owners have been in the pet care industry for over 21 years.

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

We love to give back to the community and are involved in many charitable events. We are a proud supporter of the Festival of Trees event for the Family Tree Center supporting Child Abuse Prevention Center.

What makes your event (or attraction) popular?

We offer two convenient locations. Our Millennium location has one of the largest indoor/outdoor play areas in Billings and has a large indoor dog park for our guests.



PLACE FOR A ROMANTIC DINNER

**BISTRO ENZO,
23 YEARS IN BUSINESS
1502 REHBERG
(406) 651-0999
BISTROENZOBILLINGS.COM**

"I purchased the iconic restaurant in June of 2020 and did an elegant remodel and made some subtle changes to the food menu and revamped the wine list. I wanted to respect the history of the restaurant while enhancing what was already there for 22 years. I also plan on adding a patio this spring on the north side of the building. Enzo has been my favorite restaurant for 12 years, and I wanted to make sure it remained a staple for the Billings community for many years to come," said owner Tyler Samson.

What makes you stand out from the competition?

The number one thing we focus on in our business model is hospitality. I am a big believer that our guests remember more than anything how they felt while at our restaurant. We want to customize each and every dining experience for our guests. Our culinary team procures the freshest ingredients possible, from produce, to the land or sea and focuses on precise execution when plating each and every dish. Pairing unmatched hospitality with amazing food is our winning combination. Seeing people connect over food and wine is a beautiful thing. "People will forget what you said. They will forget what you did. But they will never forget how you made them feel." - Maya Angelou

What brings customers back to your business?

Doing something unique is always going to attract new guests, but to bring them back continuously with all of the competition to choose from we make sure our food and service is always impeccable. We are very blessed to have a great number of loyal

guests who frequent our restaurant every week. We focus on creating long-lasting relationships.

What makes your business a good place to work?

The entire staff takes so much pride in what they do. Our entire staff is very passionate about what they do, and no matter what position they are always eager to learn new things and help others.

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

Enzo has always been a local favorite. Keeping Enzo an iconic Billings restaurant was the main goal, and we are so blessed for all of the continued support we have had since the new ownership and especially during this pandemic.

What can customers expect when they walk through your doors?

A very welcoming environment. The something that can never be argued. There are some great restaurants in Billings, and we are so grateful for this honor continuously the last few years.

What are you most proud of?

I am so proud of our entire staff or how they have performed during this pandemic. We have not missed a beat when it comes to service, food quality, and safety for our staff and guests. There was no playbook invented for anything like this, but I am so impressed with our staff very single day.

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

We try and donate to all of the nonprofits as often as possible and help with local fundraisers. Our community has done so much for us it is always a goal of ours to give back as much as we can.

What makes your business popular with families?

Not only a great date night spot, Enzo has always been a family establishment. Our "junior gourmand" menu has a lot of great options. Having a 6-month-old baby boy myself, I always enjoy seeing people have their family dinners with us.

PLACE TO BUY PRODUCE

**SWANKY ROOTS INC.,
4 YEARS IN BUSINESS
8333 STORY ROAD
(406) 656-7668
SWANKYROOTS.COM**

When it comes to produce, quality products without harmful chemicals at a reasonable price is hard to come by – but not at Swanky Roots. The incredibly affordable farm and produce store uses an aquaponics system in their greenhouse. The result is a delicious, sustainable, fresh array of homegrown vegetation like butter lettuce, oakleaf lettuce, romaine lettuce, super greens mix, kale, rainbow swiss chard, herbs, mint, basil, arugula, microgreens, edible flowers, and an array of vegetables. Longevity, price, and unbeatable fresh taste make Swanky Roots the best place to buy produce in Billings. Greens can last three times longer than regular store-bought greens, so no more tossing out lettuce a couple days after you buy it. Shop local and stay healthy.

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

We have a farm store at the greenhouse where our greens are available to purchase directly.

What makes your business a good place to work?

Knowing that we are raising a product that

people really want and will help make people's lives a little healthier at the same time.

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

The support that we have gotten from this community has been amazing. We have fantastic restaurants that go above and beyond to use our product. Supporting local isn't always the easiest but we have many customers that we see every single week as they visit our farm store to pick up their greens.

What can customers expect when they walk through your doors?

We have a couple fridges with product in them, merchandise to look through and two windows that allow you to see in the greenhouse. Typically we are out working in the greenhouse so it takes us a minute to meet you in the store but once we are there we can help answer any questions about the different types of greens or our growing process.

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

Being voted Best of the Best really makes the long hours, days, and weeks' worth it. We are putting our heart and soul into raising these greens and it is so wonderful to see that people are responding in such a positive way to our passion.

What are you most proud of?

How much people really love our product. Hearing how people eat a salad every week or crave lettuce on their sandwiches really

makes us proud that our product is meeting our expectations and so much more.

What's your secret to good customer service?

Visiting. We love talking about recipes with our customers, finding out how they are using our greens and giving them new ideas to try. Food connects people in such a wonderful way and often it can take a new idea to create a family favorite.

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

We donate lettuce to a couple of church organizations, the rescue mission, ZooMontana, and Big Sky Reptiles and Enclosures when they need it. We also love when organizations come and want to include our product in giveaways and prizes for their events. We know that everyone is better off when our community is stronger together.

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

Visiting with them and following up with them. When we first started out, we gave lots of samples to customers to help them understand why our products was not your average lettuce. Also checking in with them, we visit with our restaurants almost twice weekly to make sure they are stocked on our product and happy with what they are receiving.

What makes your event (or attraction)

popular?

The way we grow. Aquaponics is such a unique and wonderful way to farm and it is often what sparks people's curiosity about us. We love giving tours of the greenhouse and showing what it is that we do and why we do it.

What makes your business popular with families?

We've seen so many parents astounded by the way their kids gobble up our greens. You can really taste a difference and it becomes part of family's regular routine.



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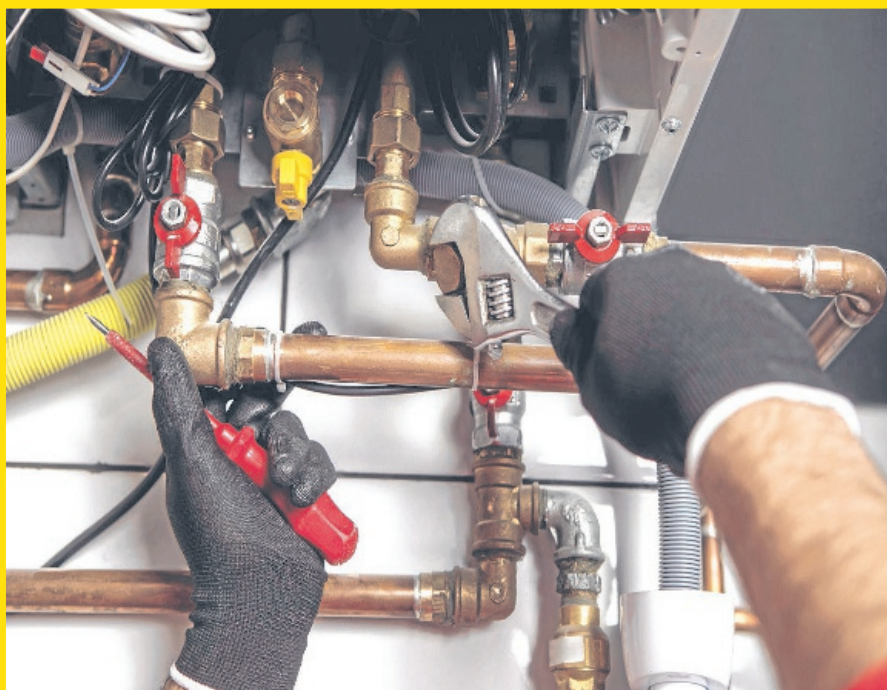
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(406) 839-2010
4HPLUMBINGMT.COM

4H Plumbing feels it is their excellent customer service skills and response time that makes them stand out above the rest, acquiring the win for best plumbing services in Billings. The team takes time to hear customers concerns, listen to their wants, and fulfill their needs. They schedule home services as soon as possible with the information the clients provide, which helps them determine the severity of each situation.

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

4H Plumbing is family owned and operated. Our family has been located in Billings for over 50+ years. We have a combined 20+ years of plumbing, heating, cooling, and boiler knowledge.

What makes your business a good place to work?

4H Plumbing makes all employees feel as if they are part of the family. We strive on teaching and educating new plumbers as well as veterans on every opportunity that arises.

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

4H Plumbing feels this community has shown how tight knit and loyal they can be. Which in turn has strengthened 4H Plumbing as a whole. The community makes everyone at 4H Plumbing feel that they are supporting us more than we are supporting them. We will continue to do the best we can.

What can customers expect when they walk through your doors?

4H Plumbing feels we provide true transparency. We provide the knowledge of fixing the problem as well as providing a clear explanation of the cost. They can also expect the best customer service possible. We want you to feel as if you are not just a number but a value to our company.

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

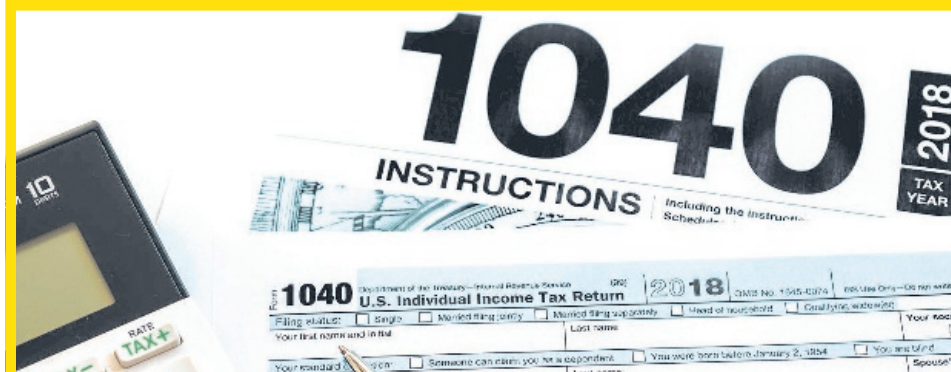
4H Plumbing feels that being voted Best of The Best means the customer service we provide, the quality of work and the compassion we show towards every customer set a bar for our company for now and into the future. This bar shows what customers will expect and we will continue to meet those expectations or go above and beyond.

What are you most proud of?

4H Plumbing is most proud that we are so synonymous in the Billings community even in being so new to the community. We are also proud that our customers pass their praises and our name so willingly and eagerly to their family and friends.

What makes your business popular with families?

4H Plumbing is very family oriented and understand the challenges of these current economic times. That we try to find a way where we can find a solution to our customers problem where they can still provide and support their families.



TAX PREP SERVICE

WOODS ACCOUNTING,
13 YEARS IN BUSINESS
1030 S. 24TH ST W
(406) 969-5394
WOODSACCOUNTING.COM

When it comes to financial business and well-being, everything from taxes to payroll accounts can be stressful and overwhelming. Having a knowledgeable, trustworthy, capable accountant is imperative. "We really care about the clients. We get to know the clients and what is happening in their lives. We are available to answer questions and help them not only during tax time but throughout the year. When they own businesses and have questions, they can ask those questions and get answers. Taxes, bookkeeping, and payroll are not things that anyone can do, we are there to help take the stress off their plates and let them get back to living," said owner, Lisa Woods.

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

I started my business in my home in 2008 and have since grown to have multiple employees and an office front. I really enjoy the problem solving and helping people grow. It is fun to see business grow from a startup company to a successful company. I also really enjoy watching families and getting to know the clients and their stories.

What makes your business a good place to work?

The employees that work at Woods Accounting make the office fun. We always have a smile and are helping each other out, whether on a project or work duties. Everyone chips in and helps one another no matter the project.

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

The community is a big but small community. The clients that we have are like family. We have gotten to know them so much that it makes it easy to work with them and help them out the most we can. We have also surrounded ourselves with various other business professionals and when we need help with a question or when we need a referral for a client, we know that there are great people in the community that can help out the clients and will treat them like family like we do.

What can customers expect when they walk through your doors?

An at-home atmosphere that makes you feel

at ease and not stressed out. We try to know everyone by name that comes in especially any of our returning clients. We greet everyone with a smile and are happy to help them.

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

This is my 6th year in a row winning Best of Billings. We have won in both Best Tax Prep and Best Accountant. It makes me really appreciate the clients, family and friends even more. Woods Accounting would not be around if we did not have the supporting group around us that we do. I owe all my success to my clients, family and friends, we couldn't do it without them. We love them all.

What are you most proud of?

I am most proud that it was just a dream back in 2008, when I started the company. I am so proud that I have such a supportive family that help me achieve this dream. I am also so proud of my staff; without their hard work we wouldn't be where we are today.

What's your secret to good customer service?

Greeting everyone with a smile and knowing them by name. Our clients are not numbers to us, they are family and we try to make sure they know that when they come to see us. Whether it is once a year or every month.

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

We try to donate to various organizations in town. Whether it is through time that we can help with these nonprofits or through funds donated, we try to give back to them. We support a lot of kid's activities and various service organizations.

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

We are open year-round which makes it to where if the clients have questions in the off season for taxes, they can call and get answers. We are also available for business owners to ask questions. With times like these, there are so many things that business owners are dealing with that they need help to tread the waters. We make sure the business owners know about grants and loans that they are eligible for. Making sure they are investing in their business. We always let tax clients know about the ever-changing tax laws that will affect them. We stay up on all the laws and changes and convey that to the clients, so they know what to expect throughout the year.

VACUUM STORE

**STUART'S HOUSE OF VACUUMS,
51 YEARS IN BUSINESS
3127 CENTRAL AVE., SUITE 3
(406) 656-8681
STUARTSHOUSEOFVACUUMS.COM**

Stuart's House of Vacuums has been serving the cleaning needs of the Billings community for 51 years. The staff is knowledgeable and can help find solutions for all your cleaning needs. They can offer advice and information not available from any other outlet – a benefit of 80+ years combined experience and product knowledge on a large variety of vacuum cleaner brands and models.

What brings customers back to your business?

The quality of our products, knowledge of our products, excellent customer service, friendly environment, and our dogs. We often bring our dogs to the store with us.

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

This is the 21st consecutive year we have received this recognition.

What makes your business a good place to work?

We are a family owned and operated company and honestly enjoy working together. The only person who isn't "family" should be, because he's worked with us for 16 years.

What can customers expect when they walk through your doors?

A clean, well-organized and welcoming environment, a friendly greeting from our team members, and a range of products from odor neutralizers to bare-floor mops, to a

variety of floor care products, including, of course vacuums.

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

It certainly is an honor to be recognized as the Best of the Best. It is a huge boost to our morale and is a confidence builder. We are motivated to work harder to maintain the status. Such an award also encourages customers to choose and stay loyal to our company.

What are you most proud of?

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

What's your secret to good customer service?

We try to apply the Golden Rule in our business practices, but it goes beyond "Treat others like you want to be treated." We believe that if you treat your customers right, they will be happier, more likely to come back, and more inclined to recommend you to friends and family. Treat your staff fairly, and they will be motivated to provide excellent service, which leads to satisfied and committed customers. It's a "full circle" concept and one that we try to apply to each person walking through the door.

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

We try to be active on social media and engage as much as possible with our followers. In doing that, we believe customers gain a better understanding of who we are – not just the business part of Stuart's, but also personally. And through social media, we are available outside of business hours to address any questions a customer may have. We love what we do and hope that our business practices reflect that passion. We want our brand to be as "human" as possible.



NAPA Auto Care Center



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WINDOW & DOOR STORE

WIN-DOR INDUSTRIES INC.,
35 YEARS IN BUSINESS
1305 FOURTH AVE. N.
(406) 248-2051
WINDORINDUSTRIES.COM

"I believe having knowledge in the products that you sell leads into good customer service by conveying the peace of mind to the customer that the job will be finished correctly," said Toby Kline of Win-Dor Industries Inc.

What makes you stand out from the competition?

We feel the service that we provide on all the products that we sell sets us apart from other companies.

What brings customers back to your business?

The knowledge and experience that Win-Dor industries brings to our sales plays a big part in our customers coming back with repeat business

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

It has been a family-owned business for over three decades.

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

Billings is not a small town, but it does have the small-town feel, we often hear that a family member, co-worker, friend, etc., has recommended they call us to bid their project.

What can customers expect when they walk through your doors?

We have a very nice showroom full of the products that we sell and a staff that is eager and willing to help answer any questions our customers might have.

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

It is a great honor to have won this award three years in a row, especially with the stiff competition in our community.

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

We have partnered with Habitat for Humanity over the years and we have also worked with St. Jude Children's Hospital and Homes for Hope, which we feel have made a difference in our community.



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

I believe a person's word is everything, so if we tell a customer we will provide them with a great product and professional service they can rest assured that Win-Dor will follow through on that.

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