

# *Winners' Guide*





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**BILLINGS GAZETTE**  
 COMMUNICATIONS

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CASEY PAGE, Billings Gazette

# To the WINNERS, FINALISTS, VOTERS and READERS

**CHRIS JORGENSEN**  
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**S**tarting a new business is a kind of blood sport. Most new businesses fail in the first year. So, if you survived that, congratulations, you're doing something right.

But, it takes more than surviving for a business to mature and thrive and carry on for decades, like so many of the businesses in this section have. You have to take care of the people you serve. A good experience at a business can earn a customer for life.

So, a second congratulations to the businesses in this section for being named by customers and peers as the best at what you do. And, it means something when it's the customers who do the picking. In a sense, they've been voting all along with their loyalty.

And, maybe a third congratulations for surviving the lingering pandemic, one of the hardest curveballs ever pitched to the business world. If you're thriving still, that's yet another sign you're doing it

right and customers appreciate it.

Readers' Choice is a celebration of community. No community succeeds without healthy commerce and good jobs. Communities flourish when businesses flourish. This year, the section is bigger than ever, with more categories and more businesses deserving recognition than ever. The Billings Gazette had more than 12,000 participants and more than 208,000 votes were cast during the Readers' Choice campaign.

Among the businesses listed here, there's a common theme when it comes to their secret of success – their employees. Happy employees are the greatest asset of any business. And, there was one word that cropped up over and over when good businesses described their staff – family. They treat employees like family.

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

## PLAQUES FOR WINNERS AND FINALISTS

Look for the official 2021 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.

## AUTO BODY REPAIR

### American Auto Body

28 years in business  
650 S. 20th St. West  
(406) 655-0300  
americanautobodybillings.com

A trip to the auto body shop after an accident can be stressful. At American Auto Body, "the staff work diligently to eliminate stress in any way possible," says the shop.

"We work tirelessly with the insurance company to help get you and your family back on the road in a safe and timely manner. One of the greatest honors we can ever receive is a referral," according to the shop. "We know that vehicle accidents can be incredibly stressful. We are always so honored when our customers refer their friends and family to us for repairs."

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

We are family owned and operated, which means we take immense pride in everything we do. That is why American Auto Body offers a written lifetime warranty on the work that we perform on your vehicle for as long as you own it. The team at Amer-



ican Auto Body takes great pride in our OEM certifications and extensive education and training that we require of our technicians.

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

We take pride in putting our customers first, and we understand that your vehicle is one of the largest investments that you can make. We understand that being involved

in an accident can be very stressful. That is why all of our team members take pride in everything we do to help repair your vehicle. From the moment you walk through the front door we do everything within our power to help guide you through the repair process.

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

American Auto Body is one of the founding members of the Montana Collision Repair Association (MCRA) which strives to better our industry as a whole for our customers, and all collision repair facilities in the State. American Auto Body is also on the City College Advisory Board to further support the education of our future repair technicians.

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

As a family owned and operated business we feel that one of the biggest assets in our business is all of our team members. Todd is a firm believer that every single member of the American Auto Body team brings something important to the table.

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

We love being a part of Billings and the surrounding community. Over the years we have had the pleasure of getting to know so many wonderful members of the community. We have always enjoyed getting to know our customers throughout the repair process.

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

Our customers can always expect a warm greeting, excellent customer service



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and a clean and professional atmosphere. Our customers can expect our estimating experts to walk them through the collision repair process. They can also expect to receive updates as the vehicle is being repaired. After receiving top notch customer service you can expect a clean vehicle upon pick up.

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

There is no higher honor than to be selected Best of the Best by the community that we serve. Each and every one of our team members is incredibly grateful for this honor.

**What are you most proud of?**

The team at American Auto Body is most proud of our growth of our business in the community, and the role we've played in strengthening our industry through our state repair association (MCRA) and community involvement.

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

Our customers are our number one priority. They are the reason we are in business. If we remember that, it is our hope that we will continue to grow and serve the Billings Community for years to come.

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

American Auto Body loves partnering with local charities, events, and community involvement. We are avid supporters of ZooMontana, Billings Toys for Tots, Special K Ranch and others. We also love supporting the school districts here in Billings including local sporting events and providing education for the Driver's Ed program.

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

We strive to be open and honest with our customers. Our customers will leave American Auto Body feeling that they have been treated honestly and fairly. Keeping an open line of communication with; insurance companies, suppliers, subcontractors (i.e. car rental companies), and customers ensures that the customer's vehicle is repaired to the highest standards possible, in the timeliest manner possible.

**Fun fact about your business?**

The fact that we make your family's safety our number one priority. Being family owned and operated we are more than happy to serve your family to the best of our ability. Our staff is trained and certified in collision repair for several major manufacturers. We feel that families respond to our desire to properly and safely repair their vehicles.

**Finalists**

- MARS of Billings, 2904 Gabel Rd.
- Vallie Automotive Center, 2071 Rosebud Dr.



**AUTOMOTIVE SERVICES**

**Vallie Automotive Center, Inc.**

17 years in business

2071 Rosebud Dr.

(406) 248-4023

vallieautomotive.com

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

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

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

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

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

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

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

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

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

Understanding and patience, coupled with both lower prices and exceptional cus-

tomers service.

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

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

**What are you most proud of?**

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

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

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

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

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

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

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

**What makes your business popular?**

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

**Finalists**

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

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### CAR DEALER – NEW

#### Denny Menholt Chevrolet

34 years in business

3000 King Ave. West

3710 Zoo Dr.

680 S. 20th St. West

(406) 896-3000

dennymenholt.com

*Buying a car is a big decision, and every-one in the family needs something different. That's why Denny Menholt Chevrolet has a large variety of vehicles to choose from, including brands like Cadillac, Buick, GMC and more.*

*"We have a great variety of vehicles so there is something for every family member," says Denny Menholt.*

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

Our great employees.

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

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

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

That we're also located in South Dakota and Wyoming and we also handle Chevrolet, Cadillac, Buick, GMC, Nissan, Ford and Toyota brands.

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

We believe in doing everything we can do to create a positive work environment for our employees – it's hard to have happy customers without happy employees and

we have had that philosophy for 34 years since I came to Billings, Montana.

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

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

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

They will know we are glad they came to our business to give us an opportunity to serve them.

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

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

**What are you most proud of?**

Our employees.

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

Our employees.

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

Special Olympics, Billings Education Association, American Cancer Society, Boys and Girls Club, YWCA and many other projects.

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

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

#### Finalists

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



# Goldsmith Gallery

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## CAR DEALER – PRE-OWNED

**Hertz Car Sales**  
19 years in business  
2851 King Ave. West  
(406) 656-0605  
hertzbillings.com

*Nothing sells like a customer telling their friends about a good experience. Keith McNally at Hertz Car Sales understands that. Treat customers right, and respectfully, and word gets around. Here's the evidence it has worked at Hertz. Readers have named Hertz the best pre-owned dealership in town 17 of the last 18 years.*

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

Our core values of honesty, integrity, and the Golden Rule of treating people like we want to be treated.

### What brings customers back?

They know that we do care. It's been proven over the years to those who are past customers, allowing their word-of-mouth advertising to bring more new customers to us.

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

While we work under the Hertz name, we are a licensee and we are Overland West Inc., a family-owned and operated business since 1941.

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

We treat our employees like family, and live by the same Golden Rule policy as we practice with our customers.

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

It's a blessing to show people that you can come to a place and buy a pre-owned vehicle and be treated kindly, with respect, and honesty. We are proud to be able to help our community for many years now with not only the service of providing vehicles, but helping great community causes like the Billings Food Bank, Family Service, and Relay For Life.

### What can customers expect?

To be greeted with courtesy and respect, and a sincere desire to help them with their needs and requests.

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

It is a great blessing to be acknowledged for doing business the right way, and being consistent enough to receive this award for 17 of the last 18 years.

### What are you most proud of?

Being able to hold our heads high wherever we are in the community, knowing we give our best effort to be kind and caring to

all we come in contact with.

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

Following Godly principles of thinking of the needs of others.

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

Family Service, Billings Food Bank, and in past years, Relay for Life.

### How do you build trust with clients?

Being honest, and consistent.

### What makes your business popular?

Everyone needs vehicles, and why not get one that gives you great value, and get treated right while getting it.

### Fun fact about your business?

We do "Fish" staff meetings every Friday and award employees for doing things that go above and beyond to help someone else.

## Finalists

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

## CAR WASH

**Glacier Express Wash**  
1 year in business  
1832 King Ave. West  
(406) 702-1841  
glacierwash.com

*At Glacier Express Wash, they must be doing something right. In business for only a year, they have been voted the Best in Billings.*

*It's all about convenience and customer service, says Dan Palmer.*

*"We take pride in being a clean and friendly business. We have suckers for children and dog treats for pets. We always strive to get the job done right the first time."*

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

Glacier Express Car Wash is a state-of-the-art express wash adventure with all the amenities you could ask for. A quick and enjoyable wash on your voyage home, or when you're just feeling nostalgic for a snow day. We use all the best equipment and soaps to create a "just-waxed" showroom finish in a matter of minutes, not hours.

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

We are locally owned and not a corporate business.

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

We love taking care of our employees. We often have cookouts, pizza days, and doughnuts to show our crew some love. Each team member is allowed to take any tips given to them and can also earn bonus-



es. Our uniforms are comfortable and they look good.

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

We have often been told what a great location our business is in. We love being in a spot that has given so many people a convenient location for a car wash. Many

people in our community have reached out for sponsorship and donations and we feel proud to be able to give back.

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

A friendly, smiling staff. A crew who are well trained to get the job done right. A clean establishment.

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

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Not pictured: Kris Barthuly, Erika Burke, Stella Ossello Burke, Megyn Christensen, Nancy Curtiss, Anita Dolan, Rhonda Grimm, Toni Hale, Kris Hein, Robert Kautz, Ginger Nelson, Linda Nygard, Jeanne Peterson, Greg Propp, Sarah VanHorn

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just a family get together. Having friends and family all together in a limo makes it more special.

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

Our doors come to you. We strive to have a clean comfortable ride that our customers can relax and be assured that the vehicle has been cleaned and sanitized between each booking. Our drivers are dressed professionally, and take the time to familiarize the clients with the switches for all the controls.

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

A-Limo Limousine is so thrilled to be voted Best Limo Service again this year. We sincerely appreciate your vote. It really means a lot to us.

**What are you most proud of?**

A company that our clients can trust to drive them and their precious cargo to their events. We are also proud to say that after the COVID shutdown, we are still here. It was a difficult time for everyone.

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

Always listen to what the customers want. Do everything you can to help make their event special. Always be there on time. Have a clean comfortable car for them.

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

We have done "Make a Wish" trips and other organizations like them. It's so much fun to see the looks on their faces.

**What makes your business popular?**

We go the extra mile to help make special occasions more special. We have been part of many surprises. Some of them being engagements, birthdays, retirements, promotions, etc.

**Fun fact about your business?**

I started driving a limo for the previous owners in the mid '90s. I really had no intention of being an owner at the time. Funny how things work out. A couple years later, I agreed to buy the business after they had decided to move to another state. Here I am 20 years later, (and a few years older) still running the business. It's a fun business to be in. I love it.

**Finalists**

- Limoscene, (406) 252-1778
- Star Billings Limousines, (406) 272-8818

**OIL CHANGE**

**MasterLube  
40 years in business**

1224 King Ave. West  
1331 Main St.  
2650 4th Ave. North  
1628 Grand Ave.  
(406) 248-8871  
masterlube.com

*MasterLube doesn't necessarily want all of its workers to work there forever. If the worker wants to move up to bigger things, the company wants to help them get there.*

*If they do move up and on, their photo may wind up on one of MasterLube's Alumni Walls.*

*"MasterLube is a place where we strive to meet everyone where they are, and patiently but persistently challenge them to reach their full potential," says the company's Zane Luhman.*

*"Our mission is to put every individual*

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## BARBER SHOP

### Rebels & Razors Barber Club

7 years in business

118 N. Broadway

(406) 200-7320

rebelsandrazors.com

*"Look good, feel good."*

When people come into Rebels and Razors Barber Club, it's all about the experience from the time they walk in until they leave.

"It's all about making the person in your chair look and feel better than he did walking into the shop," says Rebels' Samantha Rivera, who is also a Readers' Choice winner for Best Barber.

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

Overall, I believe it is the entire experience from the time they step into my shop until the appointment has ended. We all strive to make our customer service impeccable.

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

It is absolutely astonishing the different walks of life that come together in a barber-shop. Getting to build up a stand-up relationship with our downtown neighbors as well has been a dream.

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

To be appreciated. We know you work hard for your money and we want you to know we appreciate you choosing us to trust with making you look great.

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

We love to donate our services, time and talent. We also donate a plethora of gift cards to help support our clients in times of need. We also sponsor local sports teams, and individual kids.

#### What makes your business popular?

You can spot a Rebels cut a mile away! Guess we're number one for a reason!

#### What are you most proud of?

Extremely proud of where we started to where the shop has expanded now. It wasn't an easy road but somehow, somehow, we made it work. We started from the bottom now we are here!

#### Fun fact about your business?

This is our fourth time in a row winning this award!

### Finalists

- Angie's Barbershop, 1911 King Ave. West, Suite 12
- Duke's Barbershop, 926 Main St., Suite 21



## DAY SPA

### Element Skin Therapy

2 years in business

411 24th St. West

(406) 208-7822

elementskinterapy.com

### Finalists

- Bella Vita Spa, 149 Shiloh Rd. #7
- The Rustic, 824 Shiloh Crossing Blvd. #4

## FITNESS GYM

### Granite Health and Fitness

13 years in business

3838 Ave. B

(406) 294-5040

Granitebillings.com

*How many times have you thought, I'd go to the gym if I had someone to take my kids? Or, I'd go if I wasn't so busy? Or I'd go if I could stay motivated?*

*Those problems are solved at Granite Health and Fitness. The gym offers child care to members, has online classes, and has designed their programs and staffing to motivate members.*

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

We value every individual who walks through the door, helping them to progress and feel important. Fitness results come from various approaches, but on your own, it's easier to stop going when the going gets hard. That's why at Granite we have strong group, small group and personal training programs to keep you motivated and inspired to get the results you are looking for.

#### What brings customers back to your

#### business?

Fitness at its core is all about community, and at Granite we foster the community through our training programs.

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

We offer virtual classes and child care is included with family membership.

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

We offer flexibility, free child care, a positive environment, opportunity to grow in the business and continued education to enhance an employee's career.

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

We love having the opportunity to serve the Billings community in all their health and wellness needs.

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

To be treated with respect and greeted with a smile. We are here to help and make the best out of the time our members spend with us. We understand the sacrifices our members make to come to the gym and we do not take that for granted.

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

We are honored the Billings community trusts us to take care of their wellbeing. We are grateful to be recognized for our efforts.

#### What are you most proud of?

The hard work and dedication of the Granite staff and members.

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

Valuing each and every member who walks through our doors. Everyone is important and no one is a number.

TINY'S TAVERN



# Thanks Billings



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and Bad Times...

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Rich and Curt



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323 N. 24th St.  
406-259-0828

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

We donate gift certificates and programming to many charities and organizations.

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

By listening to what the member needs. It's about them, not us. We are a gym family and support each other to be the best version of oneself.

**What makes your business popular?**

The number of fitness classes, community environment and our welcoming staff.

**Finalists**

- Beartooth Performance, 2940 Grand Ave.
- Fit 406 Bootcamp, 2135 Grand Ave.

**HAIR SALON**

**The Beauty Mark Salon**

6 years in business  
805 24th St. West #5  
(406) 371-1911

*The Beauty Mark Salon is more than a woman-owned and woman-run business. They're a business with a huge heart.*

*"We have done Clean Cut Fresh Start that*



*dealt with some of our homeless population and getting them back into the workforce," said the salon's Ashley Sjolseth. "We have also done haircuts for foster children for back to school that we also provided some back-to-school supplies for as well."*

**What makes you stand out from the**

**competition?**

Our constant continued education and teamwork. Even though everyone at the salon is self-employed, we still work as a team. Staying up on the trends and still offering the classic services.

**What brings customers back to your**

**business?**

Always asking clients to come back. Being inviting as clients walk in the door and making them feel that all of our attention is on them throughout their service. Creating a welcoming environment and having our clients just see that we work well together. Also making sure they feel that they received a quality service from start to finish.

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

We are 100% woman-owned. We are all self-employed and still act as a team and support one another.

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

Our environment and atmosphere are high energy and fun. We support one another and we make sure that each of us succeeds. Our continued education and striving to be our best. Helping each other to strive to be the greatest in our industry.

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

The support from other local businesses has been great. Having the support of our loyal clients. The referrals from our clients as well. The growing community has been great to keep our stylists busy and be able to support their families. Being able to offer a

# Thank You

For voting us Best Customer Service!

**We appreciate your votes in Best Coffee Category!**

**We appreciate your business and support!**

Classy N' Sassy Coffee is a locally owned, Veteran owned business with 4 locations in Billings, Montana. Part of our mission as a Billings small business is to support our community in any way that we can.

1313 Broadwater Ave  
750 Johnson Lane

1508 Main St.  
1221 6th Ave

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

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place for our cosmetology industry graduates to work and learn alongside our stylists that have a lot of experience has been great for us too.

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

To be greeted when they walk in and offered a beverage. Then from there, being greeted by your stylist and taken to their station. From there, continuing a very thorough consultation into what you are looking for in your service.

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

It means that seven years ago when this business plan was being started and put into the works that the community really did need this business. That our continued education and support of one another has made a difference. That our clients all support us. That we will be able to continue to support our business and families for years to come.

**What are you most proud of?**

I am proud of all of the stylists that have done so great and been such a crucial part of this business. I am also proud of being supported by all of our clients. Proud of how far we have come in the last six years and that there is still a promising future ahead.

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

For us, it's paying attention to our clients from start to finish and making sure that they have our undivided attention. Our attention to detail in our services makes us stand apart as well. Just making a client feel comfortable and wanted goes a long way.

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

Always being functional and reliable for a client so that they know that we are going to show up for them. Always showing them that we're continuing our education to offer them the best service that we can provide.

**What makes your business popular?**

I think our team provides a really inviting atmosphere that's relaxed. Providing an environment but making sure that our clients are taken care of and also providing so many services within our scope of practice. Creating an environment that you can make it a one-stop shop for most people.

**Fun fact about your business?**

A fun fact about the Beauty Mark Salon is that we all have different areas of expertise and levels of experience. This allows us to learn from each other and continue to grow and challenge each other to be the best we can be in our industry.

**Finalists**

- Blown Away Salon & Spa, 2010 Grand Ave. #3
- Lavish Salon Studios, 2345 King Ave. West, Suite C



**NAIL SALON**

**Hairway to Heaven**

6 years in business  
1414 Main St., Suite D  
(406) 876-1374

**Finalists**

- Knock Out Beauty, 926 Main St., Suite 24
  - Nail-issimo! Salon and Spa, 2215 Broadwater Ave.

**SPECIALTY FITNESS CLUB**

**Beartooth Performance**

7 years in business  
2940 Grand Ave.  
(701) 317-2243  
beartoothcrossfit.com

**Finalists**

- BODYROK, 1335 Golden Valley Circle, Suite 3
- Fit 406 Bootcamp, 2135 Grand Ave.

**TANNING SALON**

**VersaTAN**

12 years in business  
3210 Henesta Drive  
1603 Grand Avenue  
(406) 656-8267  
versatan24.com

*Customers are more than a number at VersaTAN in Billings.*

*"We enjoy getting to know every single member and look forward to seeing them for their next visit," said Allison Baker.*

**What makes you stand out from the**

that our clients will have an experience unlike any other.

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

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

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

When walking into a VersaTAN location, customers can expect to be entering the cleanest, most knowledgeable, and technologically advanced salon in town. We prioritize cleanliness and update our equipment frequently.

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

Our entire team is elated to be voted as Billings Best Tanning Salon for two years in a row and would like to thank our amazing members for their continued support of our small business!

**What are you most proud of?**

Being voted as Billings Best Tanning Salon for two years in a row! We are also proud to have been featured in an international



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industry magazine as the “Salon of the Month”— in which we were highlighted for our business practices and modern take on tanning.

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

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

**What makes your business popular?**

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

**Fun fact about your business?**

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

**Finalists**

- Knock Out Beauty, 926 Main St., Suite 24
- Sun Splash Tanning, 928 Broadwater Ave. #101

**TATTOO SHOP**

**Cin City Tattoo & Body Piercing**  
**13 years in business**  
 2075 Central Ave. Unit B  
 (406) 672-7657  
 facebook.com/CinCityTattoo

*Nearly all of the businesses in The Gazette’s Readers’ Choice have employees whom they consider family.*

*At Cin City Tattoo, they take it to a whole other level. Alaina, the daughter of owner and tattoo artist Cindy Hahn, is the shop’s newest tattoo artist.*

*“This is definitely a family here and we are all just thankful to be where we are,” says Hahn.*

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

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



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

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

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

Our piercer Shane has earned the title of Emergency First Responder Instructor. Through his military service and experience. He has over two decades of medical training and experience.

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

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

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

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

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

They will be greeted by our shop manager Seth in a friendly professional manner. And they will be receiving the best piercing or tattoo with a bonus of a wonderful experience while getting them.

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

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

**What are you most proud of?**

My daughter, Alaina, is our newest tattoo artist.

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

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

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

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

**Finalists**

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

**YOGA STUDIO**

**Black Orchid Yoga|Cycle**  
**6 years in business**  
 2049 Broadwater Ave.  
 (406) 534-6543  
 liveblackorchid.com

**Finalists**

- Good Vibes Hot Yoga, 3860 Ave. B, Suite B
- Limber Tree Yoga Studio, 27 Shiloh Rd. #7



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## ALL-AROUND RESTAURANT

### The High Horse Saloon and Eatery

5 years in business

3953 Montana Ave.

(406) 259-0111

highhorsosaloonandeatery.com

*There's nothing pretentious about the food at The High Horse Saloon and Eatery.*

*"We don't do fancy food, we do good food," said the restaurant's Reid Pyburn. "Our menu is full of items easy to pronounce."*

*And, they have a pretty good Fancy F'n Steak Dinner Special.*

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

We truly are an all-around restaurant, breakfast, lunch, and dinner, seven days a week. Fancy F'n Steak Dinner Specials every night. And a full bar with 16 beers on tap. There is live music almost every weekend, a large patio and rocking casino. Add in our catering services and we manage to fill the hours pretty easily.

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

We have so many things happening at The High Horse, that it can be pretty crazy sometimes. However, our homemade food is familiar to so many patrons. And we try to do it as consistently as possible. The food at The High Horse is the glue for our business model.

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

We have two amazing chefs. Andy Glynn and Nate Southwick work together to create our recipe for success. Serving three meals every single day out of such a small kitchen takes a lot of planning and communication. Our kitchen is a very competitive environment. Everyone creates their own specials, and each staff member is always trying to out "chef" each other.

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

Because it is familiar to them. We provide a comfortable environment. Also it is pretty exciting, as we are usually busy and often have live music or an upcoming event.

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

Billings businesses support locals. Hard work is respected and admired in Billings.

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

Customers should feel comfortable and be greeted and seated promptly. Sometimes the kitchen is overrun, but we usually can find you a spot.



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

It is great to have a community that appreciates our hard work and determination.

#### What are you most proud of?

Our staff is our most valuable asset. We all share any measure of success equally. A team of people, where some work at day and some at night, they sell different types of food, and often don't frequently cross paths, can be difficult to keep focused.

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

Take time to know your customers. Make efforts to be available to your customers, and enable your staff to make decisions to better suit your customers' needs.

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

We often donate gift cards and gift baskets. Also we like to participate in fundraising events, where our catering services can be of assistance.

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

Customers need to be comfortable, having an amazing staff that consistently provides a good product, helps create the trust necessary for success.

#### Finalists

- Montana Brewing Company, 113 N. Broadway
- Montana's Rib & Chop House, 1849 Majestic Ln.

## BAKERY

### Stella's Kitchen and Bakery

41 years in business

Clocktower Inn

2525 1st Ave. North

(406) 248-3060

stellaskitchenandbakery.com

*There's that famous scene in the old TV show M\*A\*S\*H where Hawkeye misses his Chicago home so much, he orders barbecue spare ribs to be delivered by his favorite restaurant Adam's Ribs.*

*Preposterous right? Television fiction. Who would do that?*

*Stella's Kitchen and Bakery in Billings is so famous for its enormous and delicious cinnamon rolls, they once had them overnighted to some fans of Stella's baking more than halfway around the world, says Stephen Wahrlich, owner of the Clocktower Inn, home to Stella's.*

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

Great homemade comfort food, great employees and of course our world famous cinnamon rolls.

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

Consistently great comfort food and a caring staff.

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

That the bakery (downstairs) was once the most popular bar in town - The Bonanza.

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

Owners and managers who work side by side with our employees and understand their value. We need them a lot more than they need us!

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

The opportunity to make a positive difference, in our customer's day, employees lives and community.

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

A friendly smile and the smell of freshly baked cinnamon rolls.

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

The community recognizes us for being consistent in the service we provide and the food and products we deliver.

**What are you most proud of?**

That our staff believed in us and stayed working with us during the past 18 months.

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

Treat customers and staff like you want to be treated and work as hard if not harder than they do.

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

We support local charities including, MRM, Family Services, CLDI, St. Vincent de Paul and many local fundraisers. In conjunction with the hotel, ClockTower Inn, we

have established and given over \$40,000 to the Homes for Homeless Pets.

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

Consistently good food and service

**What makes your business popular?**

Freshly baked giant cinnamon rolls

**Finalist**

- Tea City and Cupcake, 1001 Shiloh Crossing Blvd. #7

**BARBECUE**

**Blue's BBQ**  
26 years in business  
523 Hilltop Rd.  
(406) 245-2583  
bluesbbqbillings.com

**Finalists**

- CJ's Bar & Grill, 2455 Central Ave.
- Dickey's Barbecue Pit, 2519 Montana Ave.

**BREAKFAST**

**Stella's Kitchen and Bakery**  
41 years in business  
Clocktower Inn  
2511 1st Ave. North  
(406) 259-5511  
stellaskitchenandbakery.com

*Some of the best food in the world comes from grandma's house.*

*Stella Ziegler is everyone's grandmother. Her cooking and baking has elevated Stella's Kitchen and Bakery into a downtown Billings*

dining institution.

*Her pies, her cinnamon rolls, her hamburgers, her bread, her everything.*

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

Consistency, home-style breakfast and great service.

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

Cinnamon rolls, great service and great comfort food

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

Owners and managers who really care about their employees and who work side-by-side with them.

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

We have the opportunity to make a difference in our community, customers and our employees' lives.

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

A big smile and the fresh smell of cinnamon rolls.

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

We are grateful to be recognized by the community for our amazing bakery, comfort food and great staff.

**What are you most proud of?**

Several Items: 1. Our employees, they have stayed with us through the best of times and worst of times. 2. While not the fanciest, just trying to be a place where customers get consistently great food.

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

Treat people like you would want to be treated.

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

1. Created a foundation Home for Homeless Pets and have given over \$40,000 over the years to this foundation from the restaurant and hotel. 2. Support many local charities through fund-raising events. 3. We support these missions: MRM, Family Services, CLDI, St. Vincent DePaul and others

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

Good food and good service.

**What makes your business popular?**

Cinnamon rolls.

**Finalists**

- High Horse Saloon & Eatery, 3953 Montana Ave.
- The Sassy Biscuit Co., 115 N. 29th St.

**CATERER**

**TopZ Sandwich Company**

**6 years in business**

900 S 24th St. West Suite 6  
320 Main St.  
4007 Ave. B  
(406) 969-1043  
topzsandwich.com

*How's this for an origin story?*

In 2015, Tucker Veltkamp, a grown man, found himself moving back into his parents' house after several painful and costly business failures.

It was in that guest room he dreamed up the TopZ Sandwich Company. Now, he has three locations and he's planning to franchise the business and go nationwide.

"Failure is an opportunity to gain the wisdom needed to be successful," he said. "Always look at life's setbacks as an opportunity to learn and grow into what you are meant to be.

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

We serve the highest quality deli meats available in the region, paired with fresh baked bread daily. Our meats leave out the binders, fillers, and heavy processing that comes with your average deli meat to create a wholesome and high-end sandwich experience. TopZ is also the only sandwich shop around that serves signature seasoned tortilla chips that should ALWAYS be paired with our white cheddar queso! Yes, we serve queso in a sandwich shop.

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

A high quality and consistent product served with a smile. Plus our catering business is affordable, punctual, and customizable with an emphasis on presentation to impress our client's guests for any occasion.

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

We are in the process of setting the company up for multi-state expansion through franchising. We are planning to go to market with our turnkey business model by the end of 2022 to bring TopZ to cities around the country while keeping an emphasis on our family-run business principles that have gotten us to where we are.

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

We have a positive and growth-minded culture always looking to improve and advance the career paths for people within the company.

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

The fundamental understanding that customers are the oxygen that allows busi-



nesses to thrive. You can be successful in business with an average product, but great customer service. You cannot make it with a great product and poor customer service. People first and product second, but if you can operate at a high level with people and product, you will not only make it, but thrive.

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

Billings is an amazing place to create and grow a brand. We have amazing organizations and people in our community that make it a great place to operate a business. The amount of support we have received since our inception has been our biggest competitive advantage and a driving force for our growth plans. We want to become an emerging national brand.

**Finalists**

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

**CHEESEBURGER/  
HAMBURGER**

**The Burger Dive**

**11 years in business**  
114 N. 27th St.  
(406) 281-8292  
theburgerdive.com

*The Burger Dive in downtown Billings isn't just the best burger place in town. It's the best in the state, according to LoveFood, a London-based food website.*

*And, in 2016 it was the best in the world. The Burger Dive's Brad Halsten won the*

*World Burger Championship in Alabama. His burgers were also featured on the popular TV show "Man v. Food."*

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

I think one of our strong suits is our consistency. If someone has a good experience

they can be sure that if they return the next day or a year later the experience will be the same and the flavors will be consistent.

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

We are a family-owned business that is run by a couple who, before 11 years ago, had no experience in the industry. We had a dream and went after it and it worked.

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

Billings is a great community and is very supportive to us as a business. We've really enjoyed getting to know our customers and greatly appreciated their support during normal business times and during difficult times such as the pandemic and we are very thankful to our customers for continuing to order, whether we were in a time of takeout only or various percentages of occupancy allowed. Our city did a great job of continuing to support local businesses during the pandemic and we are very appreciative.

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

A busy place committed to giving them a high-quality lunch or dinner experience. They can expect to enjoy award-winning burgers, fries, onion rings and milkshakes as well.



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

It's a very nice feeling. It's one thing to win awards based on voting from judges or other third-party organizations, but to win based on voting from our customers is the best possible feedback we can get.

**What are you most proud of?**

Winning the world championship really stands out.

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

We think it's important to have enough staff on at all times to where the customers are given the attention they deserve. We make it a priority to try to greet people as they walk in the door. We do our very best to accommodate people based on their needs including any allergies, and want everyone to feel welcome in our establishment.

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

We always strive to make sure our customers have a great experience. If we make a mistake, we try to do whatever we can to make it right.

**What makes your business popular?**

We provide a high quality and consistent dining experience. I think this is the most important thing allowing us to maintain consistent local business. We've been fortunate to have a lot of national media exposure from the world food championships, to Man v. Food and this has really helped to attract a lot of customers locally and it has made us a destination for travelers.

**Finalists**

- MOOYAH Burgers, Fries & Shakes, 2695 King Ave. West, Suite D
  - The Divide Bar & Grill, 4020 Montana Sapphire Dr.

**CHINESE FOOD**

**Grand Garden Chinese Cuisine**  
 14 years in business  
 3839 Grand Ave.  
 (406) 698-8689  
 grandgarden.us

*The trick to surviving in the restaurant business, and thriving, seems simple enough, even if most start-up restaurants fail.*

*Take care of your employees, take care of your customers, and consistently serve good food, says Alice Parker of Grand Garden Chinese Cuisine.*

*It's worked for them, for 14 years and counting.*

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

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

**What brings customers back to your**



**business?**

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

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

We have been in business for 14 years.

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

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

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

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

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

A relaxed casual atmosphere with friendly staff.

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

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

**What makes your business popular?**

It is simply great food and great service.

**Finalists**

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

**COFFEE SHOP**

**City Brew**  
 23 years in business  
 Various locations  
 (406) 294-4620  
 citybrew.com

*Coffee is about more than waking up in the morning.*

*At City Brew, it is about community.*

*"We care about how your day is going, how your family is doing, or the vacation you just went on. Coffee is about community, and community is about real relationships," says Brittany J. Reule of City Brew Coffee.*

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

What makes us stand out from the competition is our outstanding service and our excellent coffee.

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

We roast all of our own coffee out of our facility on 24th Street and King Avenue right here in Billings. We roast only the top 2% of beans from around the world to ensure only the best for our customers.



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

We are Montana born and roasted – and we are proud of our roots. We started in Billings in 1998 and have been supported and welcomed in Billings ever since.

We enjoy being able to give back to our community. Since we are a local company, we have had the opportunity to partner with many local organizations and have been able to contribute both financially and through volunteer efforts.

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

Customers can expect a smiling face, a friendly greeting and great coffee.

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

City Brew has been serving Billings for 23 years – and to have been voted Best of the Best for more than 20 years in a row, the first thing that comes to mind is gratitude. We live in a great city and we have the best customers. Each day, we arrive at work knowing that we get to service and delight our customers.

**What are you most proud of?**

City Brew has a great team – our people make us who we are, and we are proud of our team members.

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

A positive mental attitude goes a long way, but so does being genuine. We strive to be authentic in our interactions with our guests.

**Finalists**

- Classy N' Sassy Coffee, 1508 Main St., 1313 Broadwater Ave., 1221 6th Ave. North, 750 Johnson Ln.

**Rail//Line Coffee  
1 year in business**

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

*What's better than a great cup of coffee? How about one that comes with a mission, and helps an old neighborhood grow and thrive.*

*Rail//Line Coffee offers apprenticeships to help workers gain permanent long-term employment. And, the shop on Billings' South Side is in a neighborhood that has struggled to attract food service businesses.*

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

It is clearly connected to a larger mission that resonates with everyone. As a customer, you feel like you are a part of something that is bigger than just an organization and that is bigger than just getting a cup of coffee. Our mission to provide a pathway to-



ward sustainable employment and greater relationships for our apprentices allows us to foster a culture that is people-oriented vs. results-oriented. It results in an engaging and inviting atmosphere that draws everyone in as themselves and hopefully leaves them with a new or deeper relationship! - Anastasia Hayes, Kaylee Thompson, and Kallie Linse

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

Our staff works well together and works hard to create the best customer experience possible. The environment, service, and product are all thoughtfully presented to make sure that the customer is comfortable and enjoys their time at Rail//Line. Customers return because of the connections that we as a staff are able to make with them. Plus we make really good coffee. - Taylor Noble, Mychal Voigt, and Kaitlyn Wildman

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

Customers might not know about our apprenticeship program or realize how important it actually is to us as apprentices. It has helped us grow as individuals in meeting some of our bigger goals. They also might not know the heart and passion for the South Side that we have at Rail//Line. - Anastasia Hayes, Kaylee Thompson, Aleiah Ramirez-Staudinger, and Kaitlyn Wildman

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

We feel safe working here; supported in all our goals. The team complements each other very well. People are generous, available, and positive. It is fun and the small

group makes it so that we are like a family. - Anastasia Hayes, Aleiah Ramirez-

Staudinger, and Mikayla Korf

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

We really enjoy the vast diversity of customers that come into Rail//Line. No matter what their story is, we have the chance to support, extend love, and enjoy some coffee with them. It serves a unique purpose with CLDI driving it. - Taylor Noble, Levi Youde, and Mychal Voigt

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

A happy environment, friendly and well-trained staff, clean space, and a shop that is driven relationally. - Mikayla Korf & Kaitlyn Wildman

**DOUGHNUTS**

**Miss GiGi's Sweets**

**3 years in business**

2401 2nd Ave. North  
(406) 647-9363

*Few things are better than home-baked desserts. But, you can't exactly barge into someone's house every morning and order a pastry.*

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Billings 2264 Central Avenue  
Billings 1540 13th Street West

Billings 4170 State Avenue  
Laurel 415 4th S.E.  
Lockwood 678 Johnson Lane

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cythemia Vera. The sacrifices made for us by our military men and women to be able to do this in a free country is a privilege. The cost not only rests in our active duty and reserves, but their spouses, children and extended families and friends. It is an honor to be a part of any support of our veterans' and their families.

**What makes your business popular?**

I think just the simplicity of good food and good service.

**Finalists**

- Sandee's, (406) 969-1900
- The Corndog Company, (406) 401-5555

**FRESH MEAT/SEAFOOD (GROCER)**

**Ranch House Meat Co.**

**14 years in business**  
3203 Henesta Dr.  
6608 U.S. Highway 312  
55 Wyttenhove Lane, Miles City  
(406) 656-0777  
ranchhousemeat.com

*Locally-sourced food is all the rage now, but it's been Ranch House Meat Co.'s specialty from the beginning.*

*"We are the only start-to-finish fresh meat shop that has beef and hogs locally grown," said the company's Tanya Flowers. "All of our products are choice or higher rated and are tasty and tender."*

*Bonus: "We have an all-women facility."*

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

Customer service and fantastic products.

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

We are a family-owned and operated business. We try to keep our employees at the top of our list.

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

Our customers, and staff.

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

A warm greeting and knowledgeable staff. We are here and eager to help you with your meat needs. Full shelves in a clean organized space.

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

Grateful! This is such an honor for us to be recognized as Billings Best of the Best. That means we must be doing something right.

**What are you most proud of?**

Our story. Started a small plant, 14 years later we have three locations.

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



**service?**

We LOVE our customers.

**Finalists**

- Poly Food Basket, 2648 Poly Dr.
- Seafoods of the World, 5800 Interstate Ave.

**FRIED CHICKEN**

**Tiny's Tavern**

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

*The folks running Tiny's Tavern on the north side of Billings don't take their fried chicken lightly, although they don't really see it as a competition either.*

*"We just try to do a good job for the wonderful folks that frequent us," said Tiny's Curt Grimm.*

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

Hopefully the atmosphere of a neighborhood restaurant.

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

How much we appreciate the support Billings has shown us.

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

Family are friends. Friends are family.

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

The community.

**Finalists**

- Albertsons, Various locations
- Pizza Ranch, 2505 King Ave. West, 1327 Main St., Suite 6

*Sometimes customers just want to be left alone while they make a decision, especially when faced with a variety of equally appealing choices.*

*At Billings Best Yogurt, customers are greeted warmly, introduced to the shop, "and then left free to explore the numerous yogurt flavors and toppings offered by the shop," says Christena Midgley.*

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

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

**What brings customers back?**

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

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

Billings Best Yogurt came under new management earlier this year. Since this transition, BBY has expanded its selection of refreshing treats including: Italian soda, milk shakes, banana splits, energy drinks, and fro-yo cookie sandwiches.

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

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

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

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

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

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

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

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

**What are you most proud of?**

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

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

Professional, knowledgeable, and empathetic staff is the key.

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

BBY partners with other local busi-

nesses and provides gift cards for local fundraisers for causes we believe in.

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

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

**What makes your business popular?**

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

**Fun fact about your business?**

BBY is the longest-operating frozen yogurt shop in Billings.

**Finalists**

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

**ICE CREAM**

**Candy Town USA**  
5 years in business

820 Shiloh Crossing Blvd.  
(406) 651-9196  
candytownusa.com

*You're an adult now. You can have all the ice cream and candy you want.*

*That's half the fun of Candy Town USA. There's no one telling you, "that's enough."*

*The other half of the fun is the variety, especially the nostalgic treats, the candies that were popular when you were a kid. Adding to the charm is the store's authentic soda fountain. And, yes, you can still get a phosphate, and milkshakes made with Wilcoxson's Ice Cream.*

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

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

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

The atmosphere - it is so fun!

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

Within this past year, we have incorporated See's Candy in our building and a 7-foot gumball machine that holds 40,000 gumballs.

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

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

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

That we are able to give back to our loyal customers and community.

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

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

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

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

**What are you most proud of?**

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

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

Being genuinely nice to our customers and making sure that they are satisfied.

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

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



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406-860-3413

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

We listen to our customers and help them with their sweet tooth.

**What makes your business popular?**

Being able to come in and play board games or cards with your family or friends at our tables while you enjoy eating our ice cream.

**Finalists**

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

**INTERNATIONAL FOOD**

**UMI Japanese Steak House & Sushi Bar**  
7 years in business

1603 Grand Ave., Suite 105  
(406) 702-7600  
umibillings.com

**Finalists**

- NaRa Restaurant, 3 Custer Ave.
- Siam Thai Restaurant, 3210 Henesta Dr., Suite G

**ITALIAN FOOD**

**Bistecca at the Granary**  
7 years in business

1500 Poly Drive  
(406) 259-3488

*Bistecca, tucked in a leafy stretch of Poly Drive across from Rocky Mountain College could be considered a neighborhood restaurant. Lots of diners walk there.*

*But, it's also a destination restaurant because of the imagination and commitment of its chef, Keith Neuman.*

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

They can expect a great fine dining experience, or if that isn't what they are in the mood for they can enjoy a great bar/lounge area or one of the best patios in Billings. The casual and dinner menus are offered in all three settings.

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

It is a validation of our staff's hard work and great efforts to get us to this pinnacle. None of this would be possible without their help and support.

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

A smile and upbeat attitude. We encour-



age staff to do this and it is amazing how this gets everyone in a better mood and makes everyone including guests feel better.

**What makes your business popular?**

One of the comments we hear most often is how great and comfortable our patio is for visiting, dining and drinking.

**Fun fact about your business?**

Our biggest seller every year has been our Poly Drive Pasta.

**Finalists**

- Bistro Enzo & Wine Bar, 1502 Rehberg Ln.
- Ciao Mambo, 2301 Montana Ave.

**JAPANESE FOOD**

**Hokkaido Sushi and Ramen House**  
1 year in business

1001 Shiloh Crossing Blvd.  
315 Main St.  
(406) 437-4929  
hokkaidoramenlife.com

*Ramen is on the rise, and we're not talking about the cheap grocery staple of every college student. Real ramen is made with fresh ingredients and a stock that can take more than a day to make.*

*One of the best places in town to get great ramen is Hokkaido Sushi and Ramen House.*

*"We're lucky to get ahead of it," said the restaurant's Gabrielle Mozer. "The owner traveled to China to work on the recipes with his family for years before opening the first Hokkaido."*

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

Ramen is on the rise and becoming the new cool thing, we were lucky to get ahead of it.

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

The consistency and authentic flavors we are able to achieve with our broths and fresh ingredients.

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

We have only been open in Billings since

mid- March, being voted best Japanese food is a huge honor and shows us we are doing things right.

**What are you most proud of?**

Especially being short-staffed since we have opened, I am more proud of my team than anything else. They have all pulled together, helped each other out, and have the same passion for Hokkaido as I do.

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

We always go above and beyond for the customers. If there is anything we can do to improve service or make their meal with us more enjoyable, we ask for the feedback so we can fix any problems. The entire team is amazing about making sure customers have a good experience.

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

I think one of the most important things in building trust with customers is making them feel important and heard. Whether they enjoyed their experience with us or not, we will always do right by the customer.

**What makes your business popular?**

We are still fairly new as a business, the first Hokkaido opened a few years ago. I really think people hear "authentic ramen" and want to give it a try, but the flavors we create is what brings customers back.

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**Fun fact about your business?**

If you want to work in a place where you can grow and learn kitchen or even sushi skills, Hokkaido is the best. Being privately owned, there is endless possibility for growth. We are opening up stores all over Montana, and even Idaho. That opens up a lot of opportunities.

**Finalists**

- UMI Japanese Steak House & Sushi Bar, 1603 Grand Ave., Suite 105
- Wild Ginger, 2713 Montana Ave.

**MEXICAN**

**Guadalajara**  
26 years in business

1213 Grand Ave.  
17 North 29th St.  
1403 Main St.  
335 1st St., Havre  
(406) 652-5156  
guadalajararestaurantmt.com

*Sometimes famous people come to town, and sometimes they eat at a local restaurant.*

*When President George W. Bush, a long-time Texan, visited Billings he asked for Mexican food and wound up at Guadalajara.*

*It turned out to be a good pick. The president enjoyed lunch there so much, he returned for dinner, said the restaurant's Veronica Nuño.*

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

We are traditional and trendy and cater to our now home of Montana. We know our neighbors and love what our state has to offer, from traditional skinny margaritas made from fresh-squeezed lime, lemon, and orange, to our Flathead cherry and huckle-

berry margaritas, we love using our in-state fresh ingredients to share with our amazing locals and visitors.

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

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

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

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

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

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

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

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

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

A hardworking friendly face from their community!

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

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

**What are you most proud of?**

To still be in business after COVID! After seeing so many businesses suffer, the sup-

port that we have been given is something we are beyond grateful for!

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

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

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

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

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

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

**What makes your business popular?**

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

**Finalists**

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

**MICROBREWERY**

**Canyon Creek Brewing**  
8 years in business

3060 Gabel Rd.  
(406) 656-2528  
canyoncreekbrewing.com

*What more do you want from a micro-brewery?*

*Canyon Creek Brewing offers "good service and good beer," says the brewery's Ron Kalvig.*

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

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

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

Clean and plenty of seating and good service.

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

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

**What are you most proud of?**

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



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

Keeping the employees happy.

**What makes your business popular?**

Good drinkable beers.

**Fun fact about your business?**

Beer and friends having a good time.

**Finalists**

- By All Means Brewing, 1400 S. 24th St. West #3
- Uberbrew, 2305 Montana Ave.

**PIZZA**

**Carbone's Pizzeria & Pub**  
9 years in business

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

Employees at Carbone's Pizzeria & Pub tend to stick around because it's a fun place to work, says Troy Ask.

"The mood and tempo among our staff complement each other," he said. "On our good nights we roll, and on our best nights we rock."

And, that translates into good pizza.

"Great staff makes great food and happy customers," he said.

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

Our atmosphere and hometown welcoming makes Carbone's a family favorite and an individual's safe place to relax and unwind after a long day. Our menu offers family friendly options for everyone. Our customers feel at home with our front and back of the house staff because they are the most dedicated and loyal bunch around.

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

We are always innovating, continually assessing our customers' wants and needs. We don't settle for what we already have but



rather what we can offer. Input from staff and customers helps us stay on top of what a restaurant should be.

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

Our customers for sure are what's best about our community. The people we serve are some of the most down to earth, friendly, generous and loyal. They know we will take care of them and they keep coming back because they know we do. We feel privileged to have them come through our doors.

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

A familiar face with a smile and a willingness to make this night better than their last.

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

It's what every restaurant strives for and it tells us we are doing things right. But don't think we will rest on that distinction. We continually strive to be better and know that this award only means the bar has been raised and we must meet and exceed it year after year.

**What are you most proud of?**

That's easy; our staff. We know and they know that our success rests on their shoulders and it's not taken lightly by them or Carbone's. They all know that behind the Carbone's marquee are their faces.

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

Carbone's feels that to be part of a great community such as Billings, one must give as it receives. We get so much from this community and feel it is our obligation

to reach out and help in a way that really touches those in need. When tragedies occur we want those experiencing the unfortunate event to know we stand with them and alongside them. There are many causes we support that resonate in the community and try our best to serve them in fellowship to the best of our ability, we always do and always will.

**What makes your business popular?**

Great pizza! Although everything else we serve is pretty great too.

**Finalists**

- Redneck Pizza & Chicken, 3911 Central Ave., Suite 2
- Village Inn Pizza Parlor, 2048 Grand Ave.

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**PLACE FOR A ROMANTIC DINNER**

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

**Finalists**

- Billings Petroleum Club, 27 N. 27th St. #2200
- Bistro Enzo & Wine Bar, 1502 Rehberg Ln.



large or small, private or open to all.  
**What makes your business a good place to work?**

The staff at the High Horse is second to none. We create a safe and supportive environment, where staff feel comfortable enough to be themselves and share it with their friends and families. Friends and family become customers and sometimes customers become friends and family.

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

The Billings business community has always respected hard work above all else. Businesses here support each other. Billings is an extremely competitive environment, but support for each other, stimulates the economic growth necessary for all to succeed.

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

Hello. How are you today? Followed shortly by large portions of delicious home-made food.

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

It's great to know that people in our community appreciate our efforts. However, when reflecting, it is very easy to make a list of things that you want to do, still need to

**PLACE FOR LUNCH**

**The High Horse Saloon  
and Eatery**  
5 years in business  
3953 Montana Ave.  
(406) 259-0111  
highhorsosaloonandeatery.com

*The High Horse Saloon has the best kind of problem when it comes to staff, especially now with restaurant staff in high demand.*

*"We have an over-qualified staff that is focused on the same goals: quality customer service is the result of teamwork and communication," said the saloon's Reid Pyburn.*

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

We post a picture of our lunch special Monday through Friday mornings as early as possible.

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

Service and consistent food quality.

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

The High Horse Saloon does catering,



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**406-601-1380**

do, and most often, have forgotten to do.

**What are you most proud of?**

Being able to work with my friends and family.

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

We try to donate as much as possible to all who ask. Usually at least a gift card goes out the door as an auction item somewhere. Helping raise money by doing events with nonprofits is also often done.

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

Being accessible to your customers lets them put a face and name together. It also allows you or your managers to do the same.

**What makes your business popular?**

Dinner, drinks and dancing. There is a lot to do at The High Horse. Obviously we have a bar and restaurant, but there are video games, there is a patio, we have a casino, and a package liquor store, for all your at-home bar needs. Free dance lessons on Tuesday nights will get you ready for the live bands on the weekends.

**Fun fact about your business?**

The High Horse Saloon has two extraordinary chefs. Nate Southwick and Andrew Glynn work together to produce and execute breakfast, lunch and dinner, seven days a week. This all happens in a kitchen the size of a one car garage. Teamwork.

**Finalists**

- Montana Brewing Company, 113 N. Broadway
- TopZ Sandwich Company, 900 S 24th St West Suite 6; 320 Main Street; 4007 Ave. B

**RIBS**

**Blue's BBQ**

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

**Finalists**

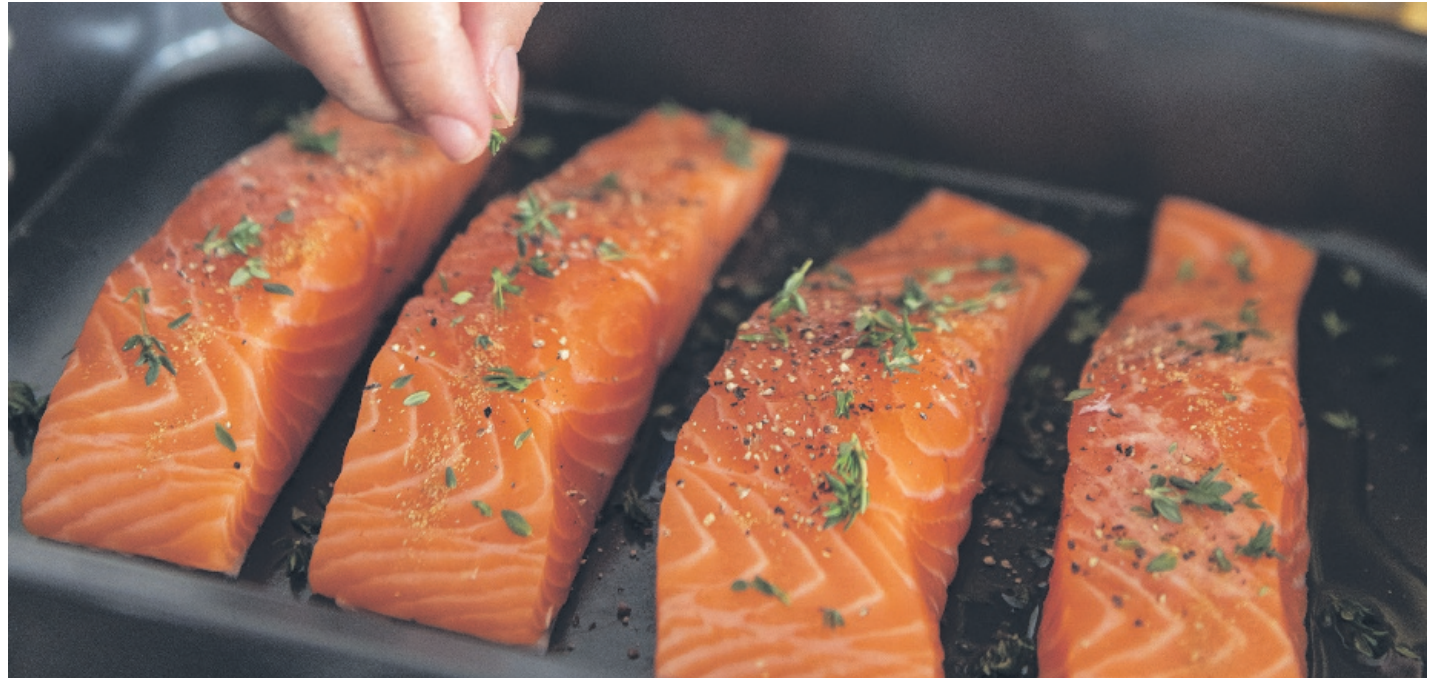
- CJ's Bar & Grill, 2455 Central Ave., Suite 2
- Famous Dave's Bar-B-Que, 2583 King Ave. West

**SEAFOOD**

**Enzo**

23 years in business  
1502 Rehberg Lane  
(406) 671-8257  
bistroenzobillings.com

*When you're a West End dining fixture for decades like Enzo, the trick is staying fresh while maintaining the long tradition that*



*made you a fixture.*

*Enzo has managed that with its recent updating.*

*"The goal was to enhance what was already there for 22 years and bring new energy and ideas to the established business," said the restaurant's Tyler Samson. "We've made some great changes without changing too much."*

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

Great food, excellent hospitality, and consistency. By focusing on hospitality, it helps gain and keep loyal guests. A lot of our guests dine with us multiple times a week and we focus on creating long term relationships. We believe the way you make people feel is what they will remember the most, and pairing that with the best food is a winning combination.

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

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

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

Being someone's favorite anything is the highest honor we can receive. That is something that can never be argued. We are honored to win a different award this year, and are so thankful for all of the votes.

**What are you most proud of?**

Our staff and their commitment to providing the best hospitality, the best quality of food, and working hard every night to make sure our guests have the best ex-

perience possible. Our chefs (led by Alex Bean and Jeremy Cooke) do an amazing job sourcing the best fresh seafood from all over the world, the best local beef, and overall the

highest quality food that we could possibly find in a challenging time where suppliers have limited supply and prices are fluctuating each week.



**To Our Billings Familia: Thank you for voting us #1!**




**LOCATIONS**

DOWNTOWN - 17 North 29th St. 259-8930  
 HEIGHTS - 1403 Main St. 245-2151  
 GRAND - 1223 Grand Ave. 652-5156  
 HAVRE - 335 1st St. 265-1852

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

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

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

We try to donate to every charity event that we can throughout the year from gift baskets, cash donations, and gift cards for auctions. Last year we celebrated a very successful year and it was because of all of the support and love from the community. We are very thankful, blessed, and eager to give back as much as we can in return.

**What makes your business popular?**

We love throwing events like extravagant wine dinners, catering small weddings, live music, and hosting dinners for large companies or organizations like the Alberta Bair Theater.

**Fun fact about your business?**

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

**Finalists**

- Edgar Bar, 105 Elwell Dr., Edgar
- Jake's Bar & Grill, 2701 1st Ave. North; 2425 Gabel Rd.

**STEAK**

**Bistecca at the Granary**

**7 years in business**  
1500 Poly Dr.  
(406) 259-3488  
bisteccagranary.com

*In a farm and ranch state like Montana it matters that local restaurants get their food locally.*

*"A few years ago we made a decision to go with a local provider (Ranch House Meats) for all of our steaks and the customer response has been great," said Bistecca's James Bos.*

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



Being located in an iconic building on an easily accessible site. Also offering a unique Italian menu that also focuses on great steaks.

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

Consistency, both in menu choices and seeing the familiar faces of many staff members who have been with us since we took over the operation.

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

We are a family-owned business that treats our staff members as family. Sometimes tough love has to be involved but many more times a pat on the back and a sincere thank you is how we operate.

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

Although Billings is the largest city in Montana it doesn't feel that way. It is a close-knit community and over the years we have made many friends that return time and time again.

**Finalists**

- Buffalo Block Prime Steakhouse, 2401 Montana Ave.
- Jake's Downtown, 2701 1st Ave. North

**SUB SANDWICH**

**TopZ Sandwich Company**

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

*TopZ Sandwich Company has a good*

*problem – keeping up with growth and continuing to thrive. And, they're not taking it lightly.*

*The company has "an ongoing focus on training as we grow," said the company's Tucker Veltkamp. "Our goal is to never let a customer down and to rectify any experience that is less than amazing."*

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

An amazing sandwich served by a company that keeps our customers at the core of the business plan.

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

Momentum and gratitude.

**What are you most proud of?**

The people in our company and all of the work that they have put in to get us where we are and to lead us to where we are going.

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

We support a large variety of charities and nonprofits.

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

We build trust by always responding to issues that come up with a customer-first and solution oriented mindset.

**What makes your business popular?**

We are very in touch with the community and remain focused on being at the forefront of maintaining the positive culture that makes Billings one of the best cities to live in.

**Finalists**

- Jersey Mike's Subs, 1020 Shiloh Crossing Blvd., Suite 2
- Pickle Barrel, 3225 Rosebud Dr.



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**406-969-5394**



## SUSHI

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

### Finalists

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

## THAI FOOD

**Siam Thai Restaurant**  
20 years in business  
3210 Henesta Dr., Suite G  
(406) 698-2470  
siamthaibillings.com

*Don't be surprised if you take a seat at the Siam Thai Restaurant and are greeted by the restaurant's owner Thawee Williams.*

*"I enjoy talking to my customers and greeting them like family," she said.*

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

We have the best Thai food in Billings.

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

Good food and friendly service.

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

My son is the head chef.

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

I enjoy meeting and talking with my customers.

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

A warm welcome.

**What are you most proud of?**

Managing to stay in business for the last twenty years.

**What makes your business popular?**

We have good Thai food and fast warm service.

### Finalists

- Imperial Thai Cuisine, 216 N. 28th St.
- LemonGrass Thai Restaurant, 695 King Ave. West

## WAIT STAFF

**Jake's Downtown**  
42 years in business  
2701 1st Ave. North  
(406) 259-9375  
jakesdowntown.com

*A few restaurants last long enough to become institutions, and that doesn't happen by accident.*

*Jake's Downtown is an institution.*

*"Being a staple downtown for 42 years, we feel that we are very much a part of the community and the community here in Billings is our family," said the restaurant's Kathy Bolin.*

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

We strive to make our relationship with our guests feel like they are family with us.

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

The consistency of our food along with the feeling of being right at home when dining with us.

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

The great employees that we have in our Jake's Downtown family. Everyone works together and truly cares for one another, making it a great experience for everyone.

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

Laughter, great service, and a fun fine dining experience that only Jake's Downtown can create.

**What are you most proud of?**

Continuing a tradition that we have had for the 42 years our doors have been open. Also the amazing support we have seen from the community throughout this pandemic.

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

Getting to know our guests. We are not just here to take orders, we build a relationship and an experience from the second you walk through our doors.

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

We always try to support the city of Bill-

ings in any way we can. From sports sponsorships to the Relay for Life, we will always help the city that has always supported us.

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

Consistency. If you have been dining with us for 42 years or it is your first experience, food and service will always be our top priorities.

### Finalists

- Buffalo Block Prime Steakhouse, 2401 Montana Ave.
- Montana Rib & Chop House, 1849 Majestic Ln.

## WINGS

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

*Tiny's Tavern is the best kind of neighborhood bar. It's cozy, well-worn, is frequented by regulars, and everybody really does know your name.*

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

Hopefully a smile, a greeting, a cold beer or an Orange Crush.

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

Makes you feel good, but very humble.

**What are you most proud of?**

Almost 38 years.

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

We sell fun. We sell nice.

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

We, like the rest of Billings, just try to do our part.

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

If something goes wrong, fix it. No blame. No excuses.

**What makes your business popular?**

Orange crush, wings but most importantly, the folks that come here.

**Fun fact about your business?**

Same three since '83.

### Finalists

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



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## DENTAL PRACTICE

### Brewer Dental Center

38 years in business

2900 Central Ave.

710 Main St.

(406) 656-6100

brewerdentalcenter.com

*The Brewer Dental Center is a big practice, with several offices. They have a lot of lifetime patients, and new patients may fear at first they may be just a number.*

*No chance at Brewer Dental, says Jennifer Schaff.*

*"Our branding of 'just for you' truly means our focus is on what the patient needs," she said. "That may be emergency care, extended hours care, or sedation dentistry to alleviate fear. Whatever that need, our patients should expect to have all of their needs met at an exceptional level."*

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

Patients recognize the patient experience we provide. Whether it's the extended hours, sedation, specialized dental services offered in one location, or simple routine maintenance, our patients recognize and appreciate the genuine investment we have made in their overall health and comfort.

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

We're so grateful and so proud of our employees and the time they dedicate to making BDC a patient focused practice.

We spend countless hours training and focusing on making the culture inside of our organization professionally and personally rewarding. As a staff, we're accountable to each other and continue to support each other in our personal and professional lives

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

Billings is an amazing community to be a part of. Not only do we get to serve residents that live in the immediate area, Billings is perfectly located to allow us to provide care for patients from as far as 150 miles away. Because Billings is a business hub, a lot of patients travel here routinely for business or basic shopping needs and we are able to provide them with exceptional care that may not be available to them in the smaller communities they are from.

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

When our patients walk through the doors they can expect to be greeted with a smile. Our patients can expect to receive a personalized dental experience that focuses on exactly what THEY need. Not what is best for the practice, the employees, or standard dental care.

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

We are humbled to continue being voted as Best Dental Practice by the amazing people in the Billings community. It's easy for businesses to get mired in the day to day and lost in the grind. An honor like Best Dental Practice gives us the opportunity to remember why we do what we do.

#### What are you most proud of?

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

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

BDC is blessed to be able to have contributed millions of dollars in free dentistry back to Billings and the surrounding communities. Our Dentistry from the Heart event continues to be one of the driving forces in our mission to give back.

#### What makes your business popular?

We think the availability of our services makes us an easy choice for patients that need dental care. It seems like the pace of life has increased and time has gotten shorter so we've made it a point to extend our hours and are open on Saturday's to better serve patients in the time they have.

### Finalists

- Grand Avenue Dental Care, 2911 Grand Ave.
- Winterholler Dentistry & Implant Surgery, 683 Henry Chapple; 413 SE 4th St, Laurel

## EYE CARE CLINIC

### Bauer & Clausen Optometry

13 years in business

100 Brookshire Blvd.

(406) 656-8886

billingseyedocs.com

*Excellent patient care does not happen by accident, says Robyn Clausen of Bauer & Clausen Optometry. It happens by appointment.*

*"The team carefully listens to each client and ensures all questions are answered to help patients feel confident in their eye care health and future," she said.*

*And it shows. A company doesn't last 13 years, or get voted the best in the business, without taking care of those they serve.*

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

We customize each patient's visit to make sure their concerns are listened to and addressed.

With four doctors on staff it's easy to get in for anything from a red eye visit to a comprehensive eye exam or anything in between. Patient care, comfort and satisfac-

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2 LOCATIONS

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(West End)

2908 2nd Ave North  
(Downtown)

tion is the top priority, and it shows.

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

Our amazing team of employees who care just as much about our patients as the doctors. The energy and enthusiasm creates an amazing patient experience and brings back our patients year after year.

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

We are laser focused on training our team to deliver the best experience possible. We continuously look for ways to improve to make sure the patient is always our focus.

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

We love picking the right person for the position so we can make sure our team is performing its best. We regularly engage our entire team both as a group, and individually, to make sure they are getting the support and encouragement they deserve.

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

We love developing relationships with our patients, year after year, and also being about to be a part of the larger Billings business community.

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

They can expect to have an experience that is customized to their specific needs. We love to make sure all of the needs of our patients are taken care of and provide them with the highest quality exam possible.

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

We started the 2020 Health Professions Scholarship in 2020. Each year we give \$2020 to one graduating student in Yellowstone County who is seeking to graduate in a health profession field. We also have partnered with Tumbleweed in Billings. We provide eye examinations and glasses to a number of their clients throughout the year.

**Finalists**

- Drs. McBride, Steiner & Lebsack Optometrists, 2120 Grand Ave.
- Heights Eyecare, 430 Lake Elmo Dr.

**HEARING AID PROVIDER**

**Rehder Balance & Hearing Clinic**  
 42 years in business  
 1101 N. 27th St., Suite E  
 (406) 245-6893  
 rehderhearing.com

*Rehder Balance & Hearing Clinic offers more than hearing aids. It also offers hearing protection for people like hunters, or musi-*



*cians. "We are here to connect and listen to those needs and provide appropriate treatment options," said Rehder's Kristi Browning*

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

Superior products and service! A knowledgeable staff who are willing to devote their time in going above and beyond to help each patient with their needs.

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

Exceptional service and friendly staff with the same mindset to help and serve others. Patients become part of our growing family. We have their back every step of the way.

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

We provide multiple services related to all your hearing and balance needs. Here are some of the less known services we offer. Ear cleanings, custom fit hearing protection used for hunting, concerts, music, and monitor style earmolds.

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

All staff members and doctors have a mutual respect for each other. We believe there is no "I" in team. We all work hard together to care for each patient's needs.

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

We love that we get to serve the community. We love the area, the beauty all around, the Mustangs games, the feeling of community, the small town feel. We love giving back to those who have given so much. We value each patient and strive daily to give them the respect and support they deserve.

freshment while you wait to be seen by one of our exceptional providers.

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

The members of the community and surrounding areas are truly the ones who need to be celebrated. We are grateful for the love and support we feel from our patients everyday. Thank you for voting us Billings Best Hearing aid Provider for the sixth year in a row. We will do everything we can to live up to this honor and keep your trust.

**What are you most proud of?**

There is so much hard work and effort behind the scenes from all our staff. Our caring team devotes countless hours to provide quality hearing and balance services that are unsurpassed in our community.

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

Every person has a story, and with that story, an individual need has to be met.

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

Rehder Balance and Hearing has an annual hearing aid giveaway to three separate individuals in the community who need them most. We also serve as members of the "Cleft Palate Clinic Team," for St. Vincent's Pediatric Clinic. This team meets quarterly

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

A warm and friendly smile to greet you, a comfortable waiting area, and some re-





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to discuss the overall health needs of children suffering from the effects of cleft palate.

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

We treat every patient equally and honestly. People know when others are genuine. We strive to serve others in a way that they feel valued and safe.

**What makes your business popular?**

We have a strong trust from many medical providers in Wyoming and Montana as the experts in our field. Also, the many patients who have referred family and friends to us. We have served generations. When we're serving the patients we are also serving their family and loved ones.

**Fun fact about your business?**

Dr. Browning was a professional ventriloquist and still loves to put smiles on people's faces.

**Finalists**

- Hearing Now Audiology And Health, 960 S. 24th St. West, Unit H

**Big Sky Audiology Clinic**

**24 years in business**

111 S. 24th St. West #7

(406) 656-2003

bigskyaudiology.com

*There's something right with a business when employees look forward to coming to work every day. Customers can feel that.*

*"We are family," Dr. Tracy Hayden says of both employees and clients.*

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

When you walk in our doors, you are a part of our small family. Our No. 1 goal is to provide quality service in a friendly environment.

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

Our quality service, competitive prices and friendly staff.

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

This clinic location has been established for over 35 years. It was purchased a little over a year ago by Dr. Hayden. Dr. Hayden has been practicing in Billings for 25 years. Tina has been working in this office for almost 22 years. She is working toward becoming a hearing aid dispenser under Dr. Hayden. Kalen joined us in January 2021. She is always positive and always willing to help.

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

The relationships that we all have made with our team and our patients. We are a family. We are a small business and tight



knit. We look forward to coming to work everyday.

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

We enjoy getting to know our neighbors. Coming to our office everyday is like going to visit an old friend.

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

The customers can expect professionalism, knowledgeable service, consistency, friendly staff and a clean environment.

**MEDICAL CANNABIS PROVIDER**

**Seed of Life Labs**

**4 years in business**

5702 Stearns Circle

(406) 702-7655

seedoflifelabs.com

*The cannabis business got real competitive real fast, and not every business is going to make it.*

*Seed of Life Labs has thrived during its four years by evolving and innovating, said the business's Zach Schopp.*

*"I and my team are constantly putting 100% into innovating, improving, and evolving every facet of our business to continue to raise the bar for product quality and customer experience, and we have no plans of stopping anytime soon."*

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

We consistently refuse to settle. Business constantly moves, it changes, ebbs

**business?**

The combination of our knowledgeable and friendly staff, with the highest quality of product at competitive prices, brings in many returning customers. Our dispensary located just south of King Avenue conveniently serves Billings and Yellowstone county residents

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

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

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

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

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

A pristine dispensary with a wide variety of products available and a smiling face behind the counter, greeting you by name.

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

That is who we strive to be, the best.

**What are you most proud of?**

The Seed of Life Labs family we created in the process of building this company. The

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BILLINGS, MT (406) 371-5118  
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incredibly loyal customer base we've been able to serve is integral. But, we would not be where we are today without the dedication of our extraordinary team members. Every one of our employees put in their heart and soul to get us where we are today. Nothing could make us more proud.

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

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

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

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

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

Transparency and honesty.

**What makes your business popular?**

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

**Finalists**

- Collective Elevation, 4949 Danford Dr.
- MariMint, 6845 Niehenke Ave. #2

**MEDICAL SPA**

**Central Wellness**  
 9 years in business  
 1010 Central Avenue  
 (406) 869-1066  
 centralwellness.com

*Asked what its secret is to good customer service, Janine Griffin of Central Wellness said something unexpected, and true.*

*"When kindness comes from the heart, you cannot fake that," she said.*

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

An exceptional team of talented women. We care about each person who chooses to come to Central Wellness.

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

The results and the staff.

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

New services we offer include: laser hair removal; different skin tightening modalities; new CoolSculpting technology that drives the results further and even quicker.



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

Testimonials from 2 staff members: Ginger E. - "Every day is filled with excitement, smiles and lots of laughter. We all enjoy what we do and genuinely care about each other as friends including our clients. And the little things that Janine does for each of us makes us feel valued and loved."

Jenna B.- "I love working at Central Wellness because of the people. Not only do we have the best staff, but we also have the best patients that make CW such a great place. Every day I look forward to seeing my patients walk through the door as a patient and leave as my friend.

Last but not least I love my job because of Janine. Her vision, passion, and generosity flow daily. She genuinely cares about each of us, including each client that is a part of the CW family."

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

The clients. They give me the most enjoyment. Whether meeting a new friend or catching up with an old one, I love seeing them come through the door.

**What can customers expect when they walk in?**

They will find kind, caring, and knowledgeable people and a warm environment.

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

We are humbled and touched that our clients want to tell Billings that they think we are the best.

**What are you most proud of?**

My team. This group of women has come together as a team, and we have grown into an amazing family. We spend a lot of time together, and we have fun while doing it.

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

We give where we see the need – doing our best to help in these challenging times.

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

Honesty, we are genuine in our service recommendations. We educate clients on the services we offer to ensure they understand and have realistic expectations of the outcome of a treatment.

**What makes your business popular?**

Beauty and improving self-confidence are always popular. Who doesn't want to look like the best version of oneself?

**Fun fact about your business?**

Our new building has finally broken ground. We cannot wait to have more space and the room to bring more of the outdoors in. We will have an area for relaxation indoors and outdoors, more treatment rooms, a more extensive skin rejuvenation area, and "A little more glam."

**Finalists**

- B.leaf Aesthetic Clinic, 223 Shiloh Rd. #3
- Premier Aesthetics of Billings Plastic Surgery, 1025 Shiloh Crossing Blvd., Suite 4



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## PHARMACY

### St. Vincent Healthcare

122 years in business

1233 N. 30th St.

(406) 237-8117

svh.org



When you've been hospitalized, the little courtesies help. The St. Vincent Healthcare pharmacy offers a "Meds-to-Beds" program that allows patients to have medications delivered to their room in the hospital before they leave.

Patients also receive the instructions and education to ensure healing at home is successful, said St. Vincent's Melissa Patek.

The pharmacy also offers a Patient Assistance Program that helps patients find programs that will help pay for their medications. Charity medications are provided when people can't otherwise afford them.

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

We pride ourselves in taking care of each individual patient's needs. Our hospital pharmacy consists of both an outpatient and inpatient pharmacy. The outpatient pharmacy is open to the general public and offers fast, friendly and affordable care to the communities we serve. Our inpatient pharmacy is centrally located in the hospital so our providers can access the medications they need to care for our patients anywhere from emergency situations to inpatient discharge.

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

We have a full continuum of pharmacy services. Our pharmacists are staffed in our primary care clinics, in all areas of our hospital, retail sector and transitions of care where they work with patients as they are discharged from the hospital and return home. Pharmacists also provide specialty services at our cancer center, infusion center, neuroscience center and rheumatology clinic.

Patients are able to request medication refills through MyChart, pre-order and pay through the app as well.

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

The level of customer service we provide is what our team is most proud of. Nothing compares to the personal interaction with our patients. It is why we do what we do. This is why St. Vincent Healthcare is such a great place to work.

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

Inspired by our faith, St. Vincent Healthcare addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable. The Sisters

of Charity of Leavenworth found creative ways to provide 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.

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

The team at the St. Vincent Healthcare Pharmacy is knowledgeable and known for patient safety and excellence. You can feel confident that St. Vincent Healthcare is establishing a national reputation for our commitment to safety, excellence and innovation. You can also take comfort in knowing that SCL Health is a faith-based organization guided by our mission, vision and values. Inspired by our faith, we will partner with our patients and communities to exceed their expectations for health.

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

We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Healthcare, so to be voted by them and our community as the "Best Pharmacy" in Billings is an absolute honor. Our team lives out our mission every single day by improving the health of the people and communities we serve and they are the heart of this organization. We could not be more proud.

#### What are you most proud of?

We are proud to have a robust pharmacy team that is dedicated to providing safe, high quality care to our patients every day.

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

Inspired by our faith, St. Vincent Healthcare addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable.

## PHYSICAL THERAPY & REHAB

### North 40 Physical Therapy

2 years in business

1595 Grand Ave. #265

(406) 318-8340

north40pt.com

At North 40 Physical Therapy, staff celebrate the little victories. And, they make a really big deal about the big victories.

"Our biggest enjoyment is helping those who have suffered and exhausted all other measures to get better," said North 40's Josh Henderson.

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

Our focus is on you. We offer innovative ideas with direct patient care to unlock our patient's potential. We do this by having our staff on board with the greatest education and specialty certifications.

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

We believe our friendly environment, care for our patients, care for our community, and quick results keep people engaged

### Finalists

- Albertsons Osco Pharmacy, Various locations
- Juro's Pharmacy Health and Wellness, 2043 Grand Ave.

**Stockman Bank**

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and referring their friends.

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

We always hear from our patients, "I didn't know you treated that!" We offer specialties beyond orthopedics that other clinics don't offer, such as vertigo/dizziness, concussion care, TMJ/TMD, and musculoskeletal diagnostic imaging.

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

We offer a friendly environment, high energy and celebrate the small wins. We enjoy frequent outside work get-togethers to celebrate and play.

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

We often see people who have tried conservative care before but after their first visit, they say "that was different" or "I never had treatment like that before" with a big smile on their face.

I also love how the people and other businesses rally together to support each other. You don't find that kind of support in other cities.

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

Our patients can always expect the best from their therapist each visit. Our vision is to provide state-of-the-art health and wellness services of the highest quality, empowering both individuals and companies to become avid health consumers responsible for their well-being and fulfillment. Guided by integrity, life-long learning, and a commitment to comprehensive health care, we provide evidence-based service tailored to our clients' needs.

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

Wow, I am shocked and thrilled our supporters took their time to vote for us. Only

being in the community for a little over 2 years and being voted the Best of the Best is awesome knowing we strive to be different and simply the best.

**What are you most proud of?**

The services we offer to get results and providing other services that other clinics don't. I think that is why we are rated 5 stars on Google.

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

No secret: communication is key. We listen and acknowledge all our patients' concerns and their thoughts. We really get to know everybody and feel like they are part of the North 40 team.

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

Our community is always in our hearts. We often partner with nonprofits or local churches. Hope Shows Up with GracePoint Church has been really great. We have been recently taking the lead in remodeling a home with Hope Shows Up that has been fun and fulfilling to help others outside of the clinic.

**What makes your business popular?**

Our business thrives from patient referrals via word of mouth. We offer a great environment and simply get results. We really get to know the people that come through our doors with our one-on-one direct patient care.

**Fun fact about your business?**

We have surprise guests appearances some days with Luna, our mini Australian shepherd that everyone loves here.

**Finalists**

- Ortho Montana, 2900 12th Ave. North
- St. Vincent Healthcare, 1233 N. 30th St.

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## SURGERY CENTER

### Yellowstone Surgery Center

19 years in business

1144 N. Broadway  
1739 Spring Creek Ln #100  
(406) 237-5900  
YellowstoneSurgeryCenter.com

*Having a surgery can be an anxious time. It matters how you're treated, and where you're treated.*

*If all goes well, and it usually does, that's cause for cheer.*

*Yellowstone Surgery Center hears those cheers.*

*"I enjoy knowing that we have provided care for so many people and their families," said the center's Ashley Roy. "When you tell them where you work oftentimes they tell you of a time they or a loved one came in for surgery and had a wonderful experience."*

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

Compared to other surgery centers in the nation, Yellowstone Surgery Center is a very large and busy center. We offer more complex cases, such as total joints and larger ENT (Ear, Nose and Throat) cases, as well as overnight stays.

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

We read every patient comment that is sent back to us, whether good, not so good or mixed. Our director team meets monthly and goes over all the comments. If there is any room for improvement or need for a follow-up call, the director that is best suited to address the concern will personally call the patient.

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

Our culture is based on teamwork, positivity and accountability. The admin/directors strive to provide a work life balance for the staff and are particular in the hiring process to make sure any new addition is the right fit for the department as a whole.

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

That everyone from reception to recovery will make their time with us as comfortable as possible. We care about every person that comes into our facility.

#### What are you most proud of?

The quality of patient care our staff provides! When you come here you will see people that genuinely like working together and take pride in providing quality and positive patient care that cannot be matched.

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

Staff retention and satisfaction. By mak-

ing staff feel valued they are happier and more motivated which translates to better patient care and higher satisfaction.

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

Have helped with single mothers, kids with cancer, students at Washington School, Warrior Wishes, Tumbleweed, families at Newman School, the Yellowstone Valley Animal Shelter, the pediatric department at St. Vincent's and many others.

### Finalists

- Billings Clinic Surgery Center, 2929 10th Ave. N
- Northern Rockies Surgery Center, 940 N. 30th St.

## WEIGHT LOSS CENTER

### Profile By Sanford

2 years in business

1219 N. 27th St. Suite 2  
(406) 850-9371  
profileplan.com

*Yes, you're tough. But, when it comes to weight loss, having a wellness coach helps you lose three times more weight than if you try it on your own, says D'Vaughn Hayes of Profile by Sanford in Billings. Even if you don't believe it's possible, Profile by Sanford's coaches do, because they've seen their clients lose weight and keep it off.*

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

Profile by Sanford was created by expert researchers and doctors to make weight loss simple, easy to follow, and best of all, sustainable. Our members love our personalized plans, delicious meal replacements and supportive coaches.

#### What brings customers back?

It's proven that working with a health and wellness coach leads you to lose three times more weight than on your own. Our health coaches meet with you one-on-one weekly to discuss your progress, walk you through Journey Mapping, and make sure you are getting the support you need. Regular one-on-one coaching sessions will allow you to track your progress, discuss new and existing goals, and share all the little victories on your journey to a healthier you.

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

Profile was developed by top researchers and physicians at Sanford Health. Our program is backed by science, research, and proven results. We are committed to continuing our research to provide the most current science to back up our evidence-based plan.

We create a personalized nutrition, activity and lifestyle coaching program designed to help members lose weight – and keep it off.

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

We strive to be the premier choice for healthy living and to transform lives, one relationship at a time. We value our Profile team, our members and the authentic relationships we develop. Our passion drives us.

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

We love the Billings community and the generosity of the people who live here. Each and every day we work to make the Billings community a better place by helping the people of Billings become the best version of themselves. We love Billings because Billings is all about relationships!

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

To be welcomed with open arms. They can expect to walk into an atmosphere of infectious positivity, contagious determination and a healthy dose of empathy. We work hard to meet each member where they are in their journey and to help them see that their dreams are within reach!

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



#### the Best?

It's a great honor. We couldn't have won this award without the help of our members for being champions of Profile and their own health. Without the hard work of our members who are out there doing the hard work, we could not have won this honor.

#### Fun fact about your business?

Since we opened here in Billings in the fall of 2019, we have helped over 300 local community members lose a combined total of over 6,250 pounds!

### Finalists

- Billings Clinic, 801 N. 29th St.
- St. Vincent Healthcare, 1233 N. 30th St.

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**READERS' CHOICE**  
**2021 WINNER**

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## CARPET CLEANER

### Brice's Masterclean 17 years in business

1045 Horn St.  
(406) 245-5509  
bricesmasterclean.com

*Brice Cady learned carpet cleaning from a master, his mother.*

*His mom Marlene started a carpet cleaning business in 1985 as Plus One Carpet Care. She was the only woman in the industry in the Billings area.*

*He gained priceless experience and knowledge in the time he worked with her, molding him into the businessman he is today.*

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

Brice's Masterclean has a long-standing reputation for providing a high-quality carpet, upholstery and tile and grout cleaning, and the customer service to stand behind it. We guarantee our work and strive to offer the best quality service in the industry.

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

Our amazing technicians coupled with the latest technology in textile cleaning, which results in a high-quality cleaning and service experience.

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

We offer a positive work environment with room to grow and excel. We are grateful for our amazing technicians and their commitment to our company.

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

Being born and raised in Billings, our town is really a small town within a big city that is still built on relationships.

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

When we walk through the doors of our clients, a customer can expect a professional technician with the latest technology in the industry, and the education and ability to do the job right.

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

Brice's Masterclean feels humbled and grateful for the recognition. We strive to provide a high-quality service to each customer to ensure the best result.

#### What are you most proud of?

We are most proud of our great reputation for quality service! We have the best technicians to ensure we meet the standard of cleaning our customers deserve.

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

Brice's Masterclean takes pride in our community and the many organizations that make Billings great. We are fortunate to be able to donate to several local needs.

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

We build trust by standing behind our work and offering a high-quality service with amazing technicians that are surpassed by few in the industry.

#### Fun fact about your business?

Kids, pets and most husbands are our job security!

### Finalists

- 406 Carpet Cleaning, 1242 Central Ave.
- Newman Restoration & Cleaning, 5231 King Ave. West, Unit B4

## CONCRETE COMPANY

### A-Concrete

921 Cerise Rd.  
(406) 259-7298  
a-concretemt.com

### Finalists

- Fleury Concrete Inc., (406) 252-6479
- MR Concrete, (406) 896-1488

## CUSTOM UPHOLSTERY AND REPAIR

### Harold's Upholstery Inc.

65 years in business  
2808 Grand Ave.  
(406) 860-9030  
haroldsupholsterybillings.com

*You don't last 65 years in business without doing something right. And, a business doesn't pass through three generations unless the family is doing something right.*

*Harold's Upholstery has managed both,*

*said Kent Kreiter.*

*"We all get along as a team with one goal in mind and that is to put out the finest quality of work, Kreiter said. "We share a lot of pride in what we do."*

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

Large, clean showroom with lots of in stock fabrics and vinyl, a large collection of sample books, and friendly, knowledgeable sales staff.

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

Years and years of customer satisfaction.

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

We do vehicle interiors, carpets, headliners and door panels. Also boat interiors, carpets, panels, tops and travel covers.

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

I was born here and have lived here all my life. The people are wonderful and we have gotten to know lots over the years.

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

A smile and a friendly greeting.

#### What are you most proud of?

Being able to carry on my father (Harold's) business.



**VOTED "READERS CHOICE" FOR  
BEST BREAKFAST & BEST BAKERY**

*Thank you Billings!*

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

Make sure all instructions are written down and followed exactly and to complete the project on time and on budget.

**What makes your business popular?**

The value in a good piece of furniture, auto, or truck.

**Fun fact about your business?**

This business will soon have a third-generation family owner.

**Finalists**

- Leo's Upholstery, 245 Broadwater Ave.
- Wright's Custom Repair Inc., 5 Washington St.

**DRY CLEANERS**

**Big Sky Linen & Uniform**

115 years in business

715 Central Ave.  
(406) 252-5172  
bigskylinen.com

**Finalists**

- Valet Today Cleaners, 2474 Enterprise Ave., 2434 Grand Ave.
- Wetzels Quality Cleaners, 117 N. 30th St.

**FLOORING**

**Pierce Flooring & Cabinet Design**  
Nearly 100 years in business

2950 King Ave. West  
(406) 652-4666  
pierceflooring.com

*Just about any business can make one sale. Pierce Flooring and Cabinet Design isn't content with that. They want to do business with you for the rest of your life, and the*



*life of your kids, and the life of their kids, and so on.*

*And, they're not exaggerating about sticking with your family for generations. Pierce has been in business for nearly 100 years, says the company's Amy Schulte.*

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

In a year that building materials have been scarce, Pierce's business model of carrying a large amount of in-stock inventory has helped our customers, remodelers, builders, and property managers stay on schedule with the home projects. We work with our vendor partners to provide great products at a great price with customer service that is second to none.

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

Our mission statement is to "treat cus-

tomers in a manner in which they will do business with us for the rest of their lives." Our commitment to excellence in our business practices as well as our active role in the communities where we do business are the secrets to our successes over the past 100 years.

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

We donate thousands of dollars every year through Shaw Floors carpet cushion St. Jude Program. We also believe in doing our part for the environment and have implemented a recycle program for old carpet and cushion. Saving tons of waste from our landfills is the right thing to do. We encourage our employees to be involved in community aspects and have a volunteer program that incentivizes their involvement.

**What makes your business a good**

**place to work?**

Pierce is a third- and fourth-generation family owned and operated business. Once part of our team, team members are considered family, too.

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

Being able to connect with and serve a variety of home needs with lots of different people for all walks of life.

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

A warm greeting, a free in-home measurement, years of industry experience and knowledge to help customers find what they need within their budget and so much more. Customers come in as friends and leave as family.

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

It's such an honor in such a competitive category. It means the work we do serving others is appreciated and needed in our community. It's a small recognition for our commitment to excellence in everything we do.

**What are you most proud of?**

This is our third year in a row of being voted best flooring store in Billings.

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

We give a ton to St. Jude. Care Camps, Billings Clinic Classic, sports teams, charity fundraisers, volunteering at a variety of nonprofits, and anywhere else we find an opportunity to help.

**Fun fact about your business?**

The Pierce family of businesses started in 1924 selling "experienced automobiles." Since then, Pierce has expanded all across the state and in a variety of businesses. Currently we have seven flooring stores in five cities across Montana.

**Finalists**

- Montana Flooring Liquidators, 2135 Grand Ave.
- Rich's Modern Flooring, 713 E. Main St.

**Thank You for Voting me as a Finalist for Best Chef!**  
- Keith Neuman

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- AT THE GRANARY -

**BILLINGS GAZETTE**  
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1033 S. 29<sup>th</sup> St. W, Suite A



## GARDEN CENTER/ NURSERY

**Billings Nursery &  
Landscaping**  
69 years in business  
7900 S. Frontage Rd.  
(406) 656-2410  
billingsnursery.com

To work at Billings Nursery and Landscaping, you have to love at least one thing – playing in the dirt.

“We get to play in the dirt all day, not to mention all the fragrant flowers, plants and shrubs, what could be better than that?” the nursery says.

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

We are blessed to be the oldest nursery in Billings which means we have the experience necessary to do our jobs well. Our hard work and dedicated long-time employees help us to continue to grow and serve our community. The Marble family truly has a love for transforming spaces into functional and beautiful landscaped environments. That assures you that your landscape dreams and desires will be achieved.

### What brings customers back to your business?

We love how many customers come back to us time and time again. Whether it is the do-it-yourselfer who is planting in the spring or a landscaping client that has a new vision, we know our attention to detail and love for what we do every day keeps bring-

ing people back.

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

We are a third generation family-owned and operated business. And we essentially have two parts to our business. We are a full-service nursery, garden center and stone yard and we have a full-service landscape construction and management division. So if you are a do-it yourselfer or a do-it-for-me type, we can help. Also we sell to other landscapers too.

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

Billings is such a great community. This area is a hub for so much and we love being able to raise our families in such a wonderful area.

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

We are humbled and honored to know that Billings thinks we are the best. It is just amazing.

### Finalists

- Garden Ave. Greenhouse & Garden Center, 219 Garden Ave.
- Nana’s Bloomers, 1526 E. Railroad St., Laurel

## HEATING & COOLING PROVIDER

### Central Heating & Air Conditioning

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

*You don’t think much about your local heating and air conditioning guy until you’re shivering through a winter night, or sweating miserably through a summer day.*

*“We are able to get to most customers on a very short timeline,” said Lenny Earnst. “We make sure we are properly staffed to handle service calls, even if it means staying late or working weekends.”*

### What brings customers back to your business?

The quality employees that we have are the main reason that we have so many return customers. Our employees do everything humanly possible to make sure that our customers are taken care of with respect for the customer and their property in a timely manner.



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406-294-5040  
granitebillings.com

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

We offer duct, and dryer vent cleaning.

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

I am so proud of our employees for making this happen, as well as very thankful to all who took the time to vote for us.

**What are you most proud of?**

The quality of work that is performed by our technicians.

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

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

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

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

**Fun fact about your business?**

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

**Finalists**

- Comfort Heating and Air Conditioning, 9934 S. Frontage Rd.
- White Heating & Air Conditioning, 1125 4th Ave. North

**HOME FURNISHING STORE**

**TimeSquare Furniture & Mattress**

**10 years in business**  
856 Shiloh Crossing Blvd.  
(406) 294-5266  
timesquarefurniture.com

*At TimeSquare Furniture, you don't have to worry if the salesperson is putting the squeeze on you to boost their sales commission.*

*"We are a non-commissioned employer, putting the customers' needs first, not the amount of furniture sold," said the store's Brian Anderson.*

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

Billings residents love to support locally-owned and operated businesses, and TimeSquare Furniture and Mattress can feel the love. Voted best home furnishing store in Billings, the store employees do not work on commission, so their only motiva-



tion is to actually help clients.

Unlike nationwide companies, our store is not bound by corporate restraint and can find customers any piece of furniture they want. The store offers both in-stock and special-order options. There is also in-home design assistance with a professional designer. The store also carries an array of quality rugs, wall art and pottery.

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

We are committed to offering exceptional customer service in a no-pressure environment. Without question it is our sales and warehouse staff that have facilitated a warm and comfortable experience for our shoppers.

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

Many furniture stores only have a "what you see is what you get" option which means you are limited to purchasing only items in the showroom. Our store is different because we can reach dozens of vendors and special order the items that work best for you.

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

We provide our team with a competitive wage with good benefits, but more importantly we provide a comfortable work environment where their input is valued. We do not stay open late because it is important to us that our employees have time to spend with their families.

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

Everyone on our ownership team was raised in this community. This gives all of us a strong desire to improve our hometown and region. We are committed to participating in local events and financially assisting youth programs and nonprofit organi-

happy to help you make your selections. If you would rather shop on your own with little or no interaction, we are happy to accommodate that option as well.

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

This is an award that all of our staff (in-store, warehouse and delivery) has earned. It certainly shows that they have committed to an extraordinary level of customer service that has clearly been acknowledged by our customers with both their votes and repeat visits.

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

Our primary goal in terms of offering the best customer service has always been to assemble the best team of employees possible. We believe that across the board we have the best team in the area. Our priority is to continually teach our teams to listen to our customers and provide the level of service that they expect (and that we expect).

**Finalists**

- Davidson Home Furnishings & Design, 2228 Grand Ave.
- Mattress King, 1702 Grand Ave., 795 King Park Dr.

**Thank You!**  
For voting us Best Consignment Used Clothing Store

GIA Thrift Store offers high quality gently used clothing and household items. Shop to support recovery!

**10 S. 30th St. • 406-696-8704 • giamt.org**

## HOME REMODEL

### Beyond the Box, Inc.

7 years in business

724 1st Ave. North  
(406) 245-6981  
btbcabinets.com

*To stay in business, and thrive, you have to stay up with trends.*

*As more people are working remotely from home, they're more mindful of making home an even more livable place.*

*With that in mind, the popular home remodeler Beyond the Box has added a few more specialties.*

*"We recently added closet design, garage organization and wine storage," said Kristy Ferguson.*

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

Our design team is National Kitchen and Bath Certified as well as Certified Living in Place Professionals. We utilize our design program to create realistic 3D renderings. Our showroom is off the beaten path and unique.

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

For our homeowners, we truly listen to what they want and work hard to bring their dream to reality.

For our contractors/builders, we strive to make the next guy's job easier, believe in teamwork and win-win outcomes.

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

We have a growth focused team who passionately supports each other.

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

Billings maintains itself as the hub but keeps its small-town values.

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

Lindsay! Our showroom manager will greet you by asking how your day is and will offer you water, coffee or beer.

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

It means we have a lot to be thankful for and big expectations to live up to.

#### What are you most proud of?

Our team! They work hard, really care about clients and follow through on projects.

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

Listening. We want to know what you need and want so that we can help you navigate through the choices.

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

Honesty. We would rather be forthright on the front side whether it is good or bad news.



#### What makes your business popular?

We didn't know we were popular until we won.

#### Fun fact about your business?

We have a working kitchen and kegerator.

### Finalists

- Custom Tile & Stone LLC, (406) 698-1932
  - Montana Customs Building & Construction, (406) 860-3413

## HOT TUB/SPA CENTER

### Montana HotSpring Spas

44 years in business

2217 Grand Ave.  
(406) 652-7727  
lovethetub.com

*At the end of a stressful day, having a place for families to gather and soak their tensions away can greatly improve their quality of life. Montana HotSpring Spas believes saunas and hot tubs are more than a luxury home improvement, but a key to wellness. The physical, mental, emotional and social benefits are a bonus for families to gather year-round.*

#### What makes your business popular with families?

Families desire time to be together to unplug and unwind. Our wellness products of hot tubs and saunas provide a place to do just that. We have the perfect product for the times we are living in. We call our hot tubs the best for all seasons and all reasons. The benefits are not just physical, but are helpful mentally and emotionally, 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 43 years in Billings selling and servicing the No. 1 rated hot tub in the world - Hot Spring.

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

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

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

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

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

We compensate our employees at the top of industry standards, plus we offer full benefits including health, dental and vision insurance along with a retirement plan. The owners are active in the business and work to set a fun culture in which to be a part.

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

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

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

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

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### Sean O'Daniel

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1020 Shiloh Crossing Blvd.

Suite 3 - Billings, MT

406-702-7711





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

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

**What are you most proud of?**

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

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

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

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

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

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

Taking the time to really listen to what the customer needs and wants and working to find products and solutions that will serve them best. Many of our customers are more like clients and almost become like family to us.

**Finalists**

- Big Sky Spas, 2905 Millennium Circle, Suite 8
- Thompson Pools & Spas, 1300 24th St. W.

**KITCHEN CABINET CENTER**

**Rimrock Cabinet Company**  
 7 years in business  
 547 South 20th St. West  
 (406) 208-9250  
 rimrockcabinet.com

*It's a good sign when your business starts to attract repeat customers.*

*"It is a great feeling when customers return to our store for project after project," said Rimrock Cabinet Company's Stephen Wylie.*

*"We pride ourselves on making sure you are satisfied with your final result," he said. "We also have a team that is dedicated to making sure we follow through on all aspects of your project and being up front and honest has made our business successful."*

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

We are different from other cabinet retailers. We care about your project and have the ability to manage your project from beginning to completion. We work with some of the most qualified professionals in the industry who make sure your project turns out perfect.

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

We are a family and the atmosphere is fun. Our team members really do enjoy what they do and it shows in how our projects turn out.

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

A well-maintained showroom that is current with the latest trends in cabinets, countertops, and flooring. A friendly and knowledgeable staff who wants to truly

help you get your project to completion.  
**What does it mean to be voted Best of the Best?**

It is an honor to be voted Best of the Best and an affirmation to the team at Rimrock Cabinet that our hard work does pay off.

**What are you most proud of?**

The relationships that we have built with guests, builders, and team members. Any store can sell you some cabinets and countertops, but we really care about the people we work with and love the community we are involved with.

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

Honesty is our secret. We want everyone to be informed with what is going on with their project, so we try really hard to communicate with everyone involved.

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

We really like helping out organizations in our industry. Habitat for Humanity is one of those, so we donate miscellaneous cabinets and tops to them.

**What makes your business popular?**

Our designs are unique, and we have come up with some of the most creative

features in cabinetry that you will not find anywhere else. We enjoy making your project truly unique to you.

### Finalists

- Beyond the Box, Inc., 724 1st Ave. North
- Pierce Flooring & Cabinet Design Center, 2950 King Ave. West

## KITCHEN SUPPLY STORE

**Zest Billings**  
4 years in business  
110 N. 29th St.  
(406) 534-8427  
zestbillings.com

### Finalists

- Liberty & Vine Country Store, 2019 Montana Ave.
- The Water Closet, 1725 Majestic Ln.

## LIGHTING CENTER

**One Source Lighting and Home Decor**  
18 years in business  
100 24th St. West, Suite 3  
(406) 655-7949  
onesourcebillings.com

*Lauri Patterson has built a successful business with her One Source Lighting. But, don't expect to see her running the business from the comfort of a corner office.*

*"I am out on the showroom floor, I am on job sites, I am in design meetings," she said. "My manager Shanna not only handles all of the purchasing, but she is also the first face our retail customers see."*

*"We are both known to even unload a semi or run a delivery when needed," Patterson said. "Our small business is operated by a very small team and we all pitch in to help one another in order to bring the best client experience possible."*

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

Our customer-focused service. We offer two design spaces within our showroom that allows us to sit with our clients, get to know them and their project and work through design and selections with them. We utilize large televisions that allow us to sort through product images and place fixtures side by side so clients can get a feel of an entire lighting package. We don't hand out catalogs EVER.

### What brings customers back to your business?

Our personalized service is definitely

what brings people back to us. We have so many repeat customers, many of them also bring in their family and friends!

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

We are a 100% locally-owned, female-owned, and female-managed business! As an owner, I am 100% hands-on.

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

The support. Looking back over the 18 years, we have definitely been on a roller coaster. But one thing has always remained true – the community support. We invest in our community, and they invest in us.

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

A fun, educational, and welcoming environment to add the jewelry to your home.

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

It truly means the world. I didn't campaign. Heck, I didn't even vote. So to know that we were selected on merit alone makes this one all the more sweeter!

### What are you most proud of?

The longevity of my doors being opened. There have been times over the years where I considered throwing in the towel. But we persevered and made it through and I couldn't be more grateful!

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

FUN! We don't treat people like customers. We treat people like our friends. We get to know them. We develop relationships with them. And we make their experience in our showroom as comfortable and enjoyable as possible!

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

I have worked on the Billings Clinic Classic for 17 years and we have been a supporter of Pack the Place in Pink for several years. Most recently my friend Julie Seedhouse and I were awarded a Space to Place grant from Big Sky EDA and we used that money to hang lighting across Broadway in beautiful downtown Billings.

### Finalists

- Rimrock Lighting, 2950 King Ave. West
- The Home Depot, 2784 King Ave. West

## MATTRESS STORE

**Mattress King**  
35 years in business  
1702 Grand Ave.  
795 King Park Dr.  
439 Daniel St.  
(406) 256-5464  
mattresskingmt.com

*The staff at Mattress King don't want to just sell you a mattress, They want to change your life.*

*It's in the company's mission statement.*

*Mattress King's Sleep Scan System can help customers find the perfect mattress for their body type and sleeping position.*

*A good night's sleep really can change your life.*

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

Our Sleep Scan System helps our guests confidently select the right mattress for them utilizing science and technology.

### What brings customers back to your business?

We are humbled and beyond grateful to our community for their continued trust and support. Being voted the best place to buy a mattress for the last 22 years in a row is an amazing accomplishment that we will continue to strive for.

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

None of our team works on commission. Our sales team is here to help guests find the best sleep possible instead of just selling them a bed.

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

We treat each other like family. We also

invest a lot of time in our hiring process to protect the company culture we have worked hard to establish over the last 35 years.

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

Being able to provide an atmosphere where our team enjoys coming to work. Building long-term relationships with them, their families, our guests and our reps.

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

Consistency. Everyone who walks through our doors will experience genuine care for their sleep needs.

### What are you most proud of?

We started as a small one location store and have been able to expand into four locations while staying locally owned and operated.

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

Our mission statement says, "Change people's lives by helping them experience the best sleep possible and make a positive difference in their lives while serving them each step of the way." Adhering to and referencing this every day ensures that from sales to delivery our guests are always our No. 1 priority.

*Thanks*  
to the **BEST CUSTOMERS**  
for voting us  
**BEST HOME FURNISHINGS!**



**TIMESQUARE**  
furniture & mattress

856 Shiloh Crossing Blvd. • (406) 294-5266 • www.timesquarefurniture.com

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

We partner with numerous local organizations to provide a good night sleep to those in need in our community.

**Fun fact about your business?**

Mattress King sponsors several different team events throughout the year including baseball games, cornhole tournaments, Halloween costume parties and several other fun activities. We really do love spending time with each other both at work and outside of work.

**Finalists**

- Mattress Firm, 2425 King Ave. West Unit A
- TimeSquare Furniture & Mattress, 856 Shiloh Crossing Blvd.

**NEW HOME BUILDER**

**Montana Customs**  
**15 years in business**  
 P.O. Box 21353, Billings  
 (406) 860-3413  
 montanacustoms.com

*For the last couple of years, not one thing has been easy for home builders. The pandemic sent materials prices up, kinked the global supply chain, and forced some people planning their dream home to keep dreaming for a few more years.*

*But, Kyle Newmiller of Montana Customs still loves it.*

*"This is a trade that we got into because we love working with our hands, we are carpenters," he said. "At the end of the day this is really a job we enjoy. We're not afraid to get dirty and are always trying to learn, hone and sharpen our skills on the daily."*

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

With starting out as an extremely small business for many years, we have those same small business values we did from the beginning.

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

We truly pride ourselves in complete customer satisfaction. It is one thing to strive for perfection in craftsmanship but we always try to step back and include the clients and their thoughts throughout. There is simply not a better feeling than a happy customer.

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

Being born and raised in Montana, we just feel at home with all of our clients. This extends throughout not just Billings but the work we do within our surrounding communities as well as the entire state of Montana.

**What can customers expect when**



**they walk through your doors?**

Being greeted with a handshake from a company built on honesty and integrity.

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

With so many talented builders locally, this is a privilege to know that our hard work is recognized. This type of recognition is new to us, as we normally keep a fairly low profile, do our work and admire our fellow contractors/builders successes within the community.

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

Always putting yourself in the customer's shoes. We like to be fully transparent throughout the process, from the initial meeting all the way through the completion of the project. We let our customers be a part of the process, always taking into account their ideas and wishes. It is easy to get wrapped up in the builds and take for granted what we do each day because it is what we do day in and day out, however most customers have not been through this process and are extremely excited and curious. We like to remember that we are dealing with their number one prize possession, their home.

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

We are a company that stands behind our word! In our minds the most valuable contract is when you look a customer in the eye and shake their hand. We believe in full transparency throughout our projects and our customers say they appreciate this.

**Fun fact about your business?**

We love to have fun and are not afraid to be the butt of a joke. We must all realize that the moment you stop enjoying yourself, work now becomes work. We believe this also makes us very relatable and approachable by our clients with anything they may need throughout the project. When we finish a job, we want our cus-

tomers to know they are now joining our Montana Customs family.

**Finalists**

- Ban Construction, 4825 Diamond Falls Rd.
- McCall Homes, 536 Mullowney Ln., Suite 100

**PAINT STORE**

**King's Ace Hardware Stores**  
**67 years in business**  
 Six locations across Billings, Lockwood, and Laurel  
 (406) 656-1446  
 acehardware.com

*With six locations, there isn't a neighborhood in Billings, Lockwood, or Laurel that isn't close to an Ace location, and that availability is what makes them the Readers' Choice winner for Best Hardware Store, Best Paint Store and Best Power Equipment store.*

*And since Ace Hardware is a co-op, the combined advantages of national buying power and being locally owned and operated makes Ace a true neighborhood hardware store.*

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

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

**AQUAPONIC LEAFY GREENS**

Fresh. Local. Sustainable. Naturally grown leafy greens available all year!

**THANK YOU FOR VOTING FOR US!**

**BEST PLACE TO BUY PRODUCE!**



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8333 Story Road, Billings, MT  
 406.656.7668  
[www.swankyroots.com](http://www.swankyroots.com)

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

Many people think Ace is a corporation of a franchise. Ace is a co-op, which means the store owners own the company. This means that decision making about the local stores happens right here in Billings.

**Finalists**

- Heights Ace Hardware, 1547 Main St.
- Sherwin-Williams Paint Store, 929 Grand Ave., 2019 Grand Ave.

**REAL ESTATE BROKERAGE**

**Berkshire Hathaway HomeServices Floberg**

**Real Estate**

**62 years in business**

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

*A real estate transaction can be compli-*

*cated and probably something you're better off getting expert help with, says Dan and Beth Smith of Berkshire Hathaway HomeServices Floberg Real Estate.*

*"Relocating to another city, town, state, or country can be an overwhelming process," the Smiths said. "Berkshire Hathaway HomeServices Floberg Real Estate can help ease that stress by helping you find a hardworking agent with integrity working in the location you are moving to."*

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

Our brand. The integrity and excellence of our agents and staff backs it up.

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

Customer service. Berkshire Hathaway HomeServices Floberg Real Estate was built upon the Golden Rule and that continues on today. We treat our customers the way we would like to be treated.

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

We can research the agents. Screen candidates and help you find an experienced agent that will look out for your best interest in moving forward in your new life adventure.

**What makes your business a good**

**place to work?**

The people. Real Estate is a competitive industry. At Berkshire Hathaway HomeServices Floberg Real Estate, we are blessed to be a part of a giving group of people. From the highest earners to the newest agents to each and every staff personnel, they will stop on a dime to give guidance, drive across town to open a door, answer late night questions from concerned clients or agents. Giving is the gift that everyone at our office enjoys.

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

The relationships we carry forward. The people of this community are the best in the country.

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

Courteous and knowledgeable help in all real estate matters. There will be a team on their side to guide and assist them through, what can be, a very emotional transition in life.

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

Receiving this award means Berkshire Hathaway HomeServices Floberg Real Estate has the best agents, the best support, the best processes and our clients and now

the community knows it. Considering the competition we were up against, this is a great honor and privilege. Thank you.

**What are you most proud of?**

That our clients recognized the quality of service they received and made the effort to vote for us.

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

The Golden Rule. Treat others as you would like to be treated.

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

The largest charity event is in the spring. This last spring the team at Berkshire Hathaway HomeServices Floberg Real Estate raised over \$13,000 to help make Landon's Legacy a reality. We sponsored St. Jude's Dream Home. Agents also supported the Ronald McDonald House, Family Promise, Special K Ranch, the pool & firehouse fundraiser in Red Lodge, among others.

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

Actively listen to your clients. Act in their best interest. A client's best interest is priority in all situations.

**What makes your business popular?**

We take care of our customers professionally, but in the end, most become life-long friends.



**BEST PHARMACY**

The pharmacy team at St. Vincent Healthcare lives and embodies our mission each and every day. It is through them we are able to be recognized as the best pharmacy in Billings. We are humbled and thankful for the opportunity to provide the best care possible to those in the communities we serve.



svh.org



Thank You!

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



**Fun fact about your business?**

Agents and staff enjoy a hot breakfast at our office every Tuesday morning.

**Finalists**

- Century 21 Hometown Brokers, Inc., 1605 Shiloh Rd.
- ERA American Real Estate, 223 Shiloh Rd., Suite 8

**ROOFING COMPANY**

**Kirkness Roofing**  
 23 years in business  
 144 Moore Lane  
 (406) 661-6681  
 kirknessroofing.com

*The one thing every homeowner wants when they start a big project is to be able to trust the contractor. If a question or problem comes up, and they always do on big projects, you want to be able to contact the contractor and get it taken care of.*

*That's how you stay in business for decades. That's how Kirkness Roofing built its reputation as the top roofing, windows and doors company in the region.*

*"You do what's right. No excuses, no dodging calls," said Cybil Carney of Kirkness. "We run at any problem, not away from it."*

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

Our longevity.

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

The commitment to customer service.

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

We also do siding, windows and gutters.

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

The team atmosphere. We are all about working together to help each other be successful.

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

We are blessed to be able to support a number of nonprofits from the proceeds of the company. This is by far the most rewarding part of having a business that is so well supported by the community.

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

A smile and a courteous greeting.

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

This is an amazing compliment to everyone who works with us. This award shows that a commitment to great customer service combined with years of experience will be noticed.

**What are you most proud of?**

Our projects were so successful that our



customers were willing to take the time to vote for us.

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

We are long time supporters of Habitat for Humanity and we're recently awarded the Community Champion award for five years of continuous support. We are also working with the High Heroes Foundation as they begin what will be an awesome program supporting veterans and first responders.

**What makes your business popular?**

Because of the 42 years we have been serving our community gives people the confidence that we will be there if something comes up in the future.

**Finalists**

- Wegner Roofing and Construction, 902 Central Ave.

**A-Team Contracting**  
 2 years in business  
 350 S. Billings Blvd., Suite 4A  
 (406) 252-4336  
 ateammt.com

*When the next big storm rolls through the Yellowstone Valley, the crew at A-Team will be ready.*

*As a veteran-owned business, they take principles from the military to make sure each job meets or exceeds clients' expectations.*

*"We've taken the military mindset of nothing is possible without teamwork and apply that to every facet of our business," says owner Matthew Lee.*

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

A-Team Contracting is a local, Billings, Montana, veteran-owned and -operated

pride ourselves in the success of providing personalized and professional service and make every effort to meet or exceed our clients' expectations. We provide tremendous value to our customers by working with their insurance companies to navigate the uncertain claims processes.

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

We are launching A-TEAM SOLAR and have partnered with incredible lenders to make this renewable energy affordable to everyone. We also build custom homes for our clients and not only remodels but offer additions to your existing structures.

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

We firmly believe in building a strong community within our business. We are not just another place to work. We are family and we take care of each other.

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

Besides being born and raised right here in Billings we love the community. All our families reside here and we wanted to bring positive change to the community that brought us up. We are working closely with community leaders that are also affecting change in our local neighborhoods.

Thanks  
 for Voting Us the  
**Best Fresh  
 Meat/Seafood  
 Grocer!**

*We've built our business on three simple ideas: Offer top quality, locally sourced products, provide personalized customer service, and make sure everything we sell tastes nothing short of amazing. Our beef cattle are all Montana-raised, grass-fed, and grain-finished, and mainly Angus and Wagyu. All our beef is dry-aged to perfection and sourced from ranches across Montana. Our commitment to quality is evident—you can truly taste the difference!*

Come check out our Local Meats and see why we were voted the Best!  
 Beef, Bacon, Smoked Sausage, Deli, Fresh Cut Meats, Spices and more

**RANCH HOUSE**  
 MEAT CO & SAUSAGE CO

3203 Henesta Drive  
 (406) 656-0777 • www.RanchHouseMeat.com

## RUG STORE

### Rich's Modern Flooring 50-plus years in business

713 E. Main St.  
(406) 248-3656  
richsflooring.com

### Finalists

- Carpet Barn, 2032 Grand Ave.
- Pierce Flooring & Cabinet Design Center, 2950 King Ave. West

## VACUUM STORE

### Stuart's House of Vacuums 51 years in business

1327 Central Ave.  
(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 22nd 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. It is a huge boost to our morale and is a confidence builder. We are motivated to work harder to maintain that 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, 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.

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

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

### Finalists

- Aerus Electrolux, 1010 Grand Ave., Suite E
- COMTECH Audio Theater Security, 7535 Entryway Dr.

## WINDOW & DOOR STORE

**Win-Dor Industries**  
35 years in business  
1305 4th Ave. North  
(406) 248-2051  
windorindustries.com

*Win-Dor Industries was voted best window and door company by its customers because the company is frank and honest with customers.*

*"Our team is completely up front and honest with every sale we make, we don't hide anything from our customers and make sure we answer any questions they might have honestly," said the company's Toby Kline.*

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

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

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

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

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

Our team is very professional.

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

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

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

As Billings continues to grow by leaps and bounds I still feel like it's a small town and we operate the business with the same small town mentality

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

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

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

Given the level of competition in Billings it is an honor just to be nominated so to win is very special, and we thank our community for choosing Win-Dor Industries

#### What are you most proud of?

Win-Dor Industries has been in business for over three decades and has become a leader in the window and door world in Yellowstone County and the surrounding areas.

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

Win-Dor's policy on service work is to

schedule an appointment within five working days (unless it's an emergency which is handled immediately) and stay on top of these service issues until they are resolved in a timely manner.

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

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

#### What makes your business popular?

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

#### Fun fact about your business?

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

### Finalists

- Billings Window and Door, 2474 Overland Ave.
- Pella Windows & Doors of Billings, 2520 Grand Ave.

# Thank you Billings



**Best Place  
for Lunch**



**Best All Around  
Restaurant**



**Best Chef**



3953 Montana Ave • 406.259.0111  
Hours: 8 AM – Midnight  
[www.thehighsaloondandeatery.com](http://www.thehighsaloondandeatery.com)

## CULTURAL/ARTS CENTER

**Alberta Bair Theater**  
**34 years in business**  
 2801 3rd Ave. North  
 (406) 256-6052  
 albertabairtheater.org

*Where do Dizzy Gillespie, Ray Charles, Chinese acrobats, tigers, opera singers, Broadway stars, Merle Haggard and a Cat on a Hot Tin Roof all hang out?*

*The Alberta Bair Theater in downtown Billings.*

*The performing arts venue has contributed much to the sophistication and livability of Yellowstone County, and recently completed a \$13.6 million renovation.*

*"Alberta Bair Theater holds a special place in many people's hearts," says the theater's Jody Grant. "Whether it's a fond memory from the Thanksgiving tradition of 'The Nutcracker' or a headlining musician or Broadway showstopper, experiencing a show at ABT with family and friends is something that is long remembered."*

### 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. There's not a bad seat in the house.

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

ABT is a 501(c)(3) non-profit that is governed by a volunteer board of directors and operated by a small but mighty staff.

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

ABT is a valued cultural anchor of the community. Working at the theater is a unique way to serve our community and further its artistic impact.

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

Billings, Yellowstone County, and the greater region are home to thousands of generous individuals, businesses, and organizations. Alberta Bair Theater benefits greatly from the people it serves as is evident from its recent successful \$13.6 million capital campaign that funded a historic renovation and expansion of the theater.

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

A world-class experience.

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

It validates the vision and hard work of hundreds of people who helped make the recent renovation such a success and 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

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

To pay attention to details and welcome each patron with authentic kindness.

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

As part of its Education and Community Outreach Program, Access to the Arts gives tickets to area non-profits who work with vulnerable populations, 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 with transparency and accountability.

### Fun fact about your business?

It was the last Art Deco movie house with a vaudeville stage that was built and operated by Fox Theatre Corp. in 1931.

### Finalists

- Billings Studio Theatre Inc., 1500 Rimrock Rd.
- Pub Station, 2502 1st Ave. North

## CUSTOMER SERVICE

**Classy N' Sassy Coffee**  
**8 years in business**  
 1508 Main St.  
 1313 Broadwater Ave.  
 1221 6th Ave. North  
 750 Johnson Ln.  
 (406) 890-0806  
 classynsassycoffee.com

*When you're uncaffeinated in the morning, driving through a coffee kiosk can be just another morning chore.*

*When you pull up to one of Classy N' Sassy's four area kiosks, however, be ready to be greeted like family.*

*"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," says owner Cassie 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'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 enjoy 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 is honestly such a great honor, to not only be voted best customer service one

year, but two years in a row. 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 40 employees, but to also be able to give back to our community in many ways.

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

We offer discounts to First Responders and veterans every single visit. We give free drinks to law enforcement, EMT, and fire when on shift. We donate thousands of dollars yearly back into our community through fundraisers, charities and benefits. We also offer free deliveries to schools and hospitals in our neighborhood.

### 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.



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### MUSIC VENUE

**Pub Station**  
**7 years in business**  
 2502 1st Ave. North  
 (406) 894-2020  
 thepubstation.com

#### Finalists

- Alberta Bair Theater, 2801 3rd Ave. North
- Craft Local, 2413 Montana Ave.

### PLACE FOR CHILD'S BIRTHDAY PARTY

**D-BAT Billings**  
**1 year in business**  
 In Rimrock Mall: 300 S. 24th St. West  
 (406) 510-3228  
 dbatbillings.com

#### Finalists

- Wise Wonders Science and Discovery Museum, 3024 2nd Ave. North
- ZooMontana, 2100 Shiloh Rd.

### PLACE FOR FAMILY FUN

**D-BAT Billings**  
**1 year in business**  
 In Rimrock Mall: 300 S. 24th St. West  
 (406) 510-3228  
 dbatbillings.com

#### Finalists

- Öx Indoor Axe Throwing, 1919 Rhea Ln.
- ZooMontana, 2100 Shiloh Rd.



### PLACE TO GET MARRIED

**WillowBrooke Barn**  
**1 year in business**  
 414 S. 64th St. West  
 (406) 670-4406  
 willowbrookebarn.com

*If you decide to hold your wedding at WillowBrooke Barn, you're already considered family by staff.*

*"We treat every couple like family," said the venue's Mary Cady. "It is such an honor to be a part of the biggest day of their lives. We get excited when they get excited and we cry at every wedding alongside the families. It is so touching to be a part of such special, intimate moments."*

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

Our venue brings something completely new to the Billings wedding scene. Customer service is our top priority and we work hard to make every couple's wedding dreams a reality.

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

We are not just a wedding venue, WillowBrooke is suited to host almost any event. From an intimate elopement to a large corporate conference we are happy to accommodate events of any size.

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

We love being able to meet and share in the excitement with every couple who comes to our facility. The joy they feel when they book their dream venue is contagious and we love to be a part of it.

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

A friendly, positive atmosphere and

owners who will go above and beyond to make your big day everything you've dreamed of.

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

As a new business it is an incredible honor. We have felt the support of the Billings community and look forward to making dreams come true for years and years.

**What are you most proud of?**

WillowBrooke is truly a family-run business, built from the ground up by our family members and friends. We are so proud that all of our hard work has paid off and we have something so beautiful to show for it that the whole community can enjoy.

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

Here at WillowBrooke we treat every couple like family. It is such an honor to be a part of the biggest day of their lives, we get excited when they get excited and we cry at every wedding alongside the families. It is so touching to be a part of such special, intimate moments.

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

On many occasions we have been happy to donate use of our venue for charity events.

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

Honesty and integrity are a big part of what we do at WillowBrooke. It is important to us that we stay true to our word and make sure to treat our clients how we would like to be treated. We go above and beyond to be as accommodating as possible for our couples.

**Fun fact about your business?**

We chose the name WillowBrooke to honor our daughter, sister, mother, and friend, Brooke Cady. With every event we host we celebrate her and remember the joy she brought to all of our lives.

#### Finalists

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





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**PLACE TO WORK**

**St. Vincent Healthcare**

**122 years in business**

1233 N. 30th Street

(406) 237-7000

svh.org

*Lots of businesses have a mission statement framed on a wall. Often, that's the end of that.*

*At St. Vincent Healthcare, the mission statement lives in each employee, the hospital says.*

*"At St. Vincent Healthcare the mission lives in our hearts and actions," says the hospital's Shawn Langeliers. "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.*

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

St. Vincent Healthcare delivers compassionate, quality care to over 400,000 people in a four-state area, as it has for more than 120 years. In addition to 11 primary care clinics in and around the Billings area, St. Vincent Healthcare offers dozens of progressive specialty services and a 286-bed hospital. St. Vincent even has a special "hospital within a hospital" just for children, St. Vincent Children's Healthcare. From its modest beginnings over a century ago, St. Vincent Healthcare has grown into one of Montana's largest comprehensive hospitals; renowned for a mission of compassionate care and service to the poor, the St. Vincent Healthcare team is continually recognized as clinical and technological leaders in the healthcare industry.

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

At St. Vincent Healthcare, we're happy to tell you about us: our compassionate caregivers, our clinical excellence, our award-winning care and even our beautiful campus. But it's really all about you. Our patients and families are the center of every thought, communication and action that takes place in this healing space.

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

Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All of our associates are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

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



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 Healthcare is establishing a national reputation for our commitment to safety, excellence and innovation. You can also take comfort in knowing that SCL Health is a faith-based organization guided by our mission, vision and values. Inspired by our faith, we will partner with our patients and communities to exceed their expectations for health.

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

Caregivers are the foundation of our ministry. We truly believe that we have the "Best of the Best" healthcare workers at St. Vincent Healthcare, so to be voted by them as the "Best Place to Work" in Billings is an absolute honor. Our team lives out our mission every single day by improving the health of the people and communities we serve and they are the heart of this organization. We could not be more proud.

**What are you most proud of?**

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

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

Inspired by our faith, St. Vincent Healthcare addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable. The Sisters of Charity of Leavenworth found creative ways to provide 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.

**Finalists**

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

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## RETIREMENT COMMUNITY

### St. John's United 58 years in business

3940 Rimrock Rd.  
(406) 655-7700  
stjohnsunited.org

*As we age, decisions about the care for ourselves or our loved ones become more difficult. What sets St. John's United apart is its mission and ability to care for people throughout multiple life transitions, says Kevin Sider.*

*"People return to St. John's because of our mission and willingness to understand their unique situations, accompanying them as they experience all forms of life transitions."*

*Staff love working there because of the great work-life balance and the onsite childcare that enables intergenerational interaction.*

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

To begin, St. John's United acknowledges that there are many fine retirement communities in the Billings area which provide quality service to seniors. There are, however, some distinguishing features that set St. John's United apart. First, St. John's is the only Life Plan Community in the area, meaning that we offer every level of senior living (from independent to skilled nursing) in our family of services. Our residents have priority access to the care they need before we reach out to offer this same care to people from the broader community. Second, St. John's has retirement communities in multiple locations (Billings Heights, Billings West End, Laurel, and Red Lodge). Third, St. John's is a faith-based, not-for-profit organization, affiliated with twenty-five ownership Lutheran congregations.

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

People return to St. John's because of our mission and willingness to understand their unique situations, accompanying them as they experience all forms of life transitions. Some of these transitions include, but are not limited to, retirement living (independent, assisted living, memory care and skilled nursing), rehabilitative services, at-home services, home health care, and hospice care.

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

St. John's United provides human services to people of all ages, from the beginning of life to the end of life. St. John's currently is the largest not-for-profit child

daycare in Yellowstone County. St. John's also provides child adoption services, mental health counseling services, in-patient and out-patient rehabilitative services, home health care services, and hospice care services. Most people may also not be aware that St. John's is one of the five largest employers in Yellowstone County.

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

St. John's United values work/life balance for our staff, even offering onsite child daycare and after school programs for their children. In addition, employees genuinely care about and support one another. Employees often say that there is a sense of family among staff and residents. Our mission intent to provide living opportunities within nurturing environments generates caring interaction between staff and our amazing communities of elder residents, children, and patients.

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

We enjoy being an integral part of the local community as well as the opportunities for collaborative partnerships with other for-profit and not-for-profit organizations in the area.

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

People visiting St. John's can expect to experience a genuinely caring attitude about their situation, and a spirit of innovation regarding the future. The world is continually changing, and senior services are too. St. John's aims to continually evolve and grow in order to better serve all generations.

#### What are you most proud of?

We are most proud of our dedicated staff who truly give the best of themselves every day. We're also proud of our incredible residents who enrich our lives in so many ways!

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

The most well-known way that St. John's United gives back to the community is through its annual Summer Concert Series, which provides the gift of music to be enjoyed by people of all ages. These musical concerts are scheduled over a seven week period and are held on three of our campuses. St. John's also hosts an annual Art for the Ages event within Mission Ridge. Finally, we gladly welcome our neighbors to enjoy our beautiful campus communities and to find refreshment in the beautiful flowers and on peaceful walking paths.

#### Finalists

- MorningStar Senior Living of Billings, 4001 Bell Ave.
- The Springs at Grand Park, 1221 28th St. West



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**BARTENDER – MALE**

**Brandon Johnson –  
Jake’s Downtown**  
42 years in business  
2701 1st Ave. North  
jakesdowntown.com

*There really is something special about having a favorite bartender, someone who knows your name, enjoys a quick conversation, and remembers your preferences.*

*Of all the great bartenders in town, Brandon Johnson at Jake’s Downtown is the best.*

*Next time you’re in, ask for an old fashioned, those are his specialty.*

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

I think my ability to perform under pressure and build a great quality relationship with my customers.

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

The experience my customers have as well as making sure I build them the best cocktail they’ve had.

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



Jake’s downtown is a great place, we’re all family, not just coworkers. I’m honored to work with this great establishment as it’s been around for many years.

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

They can expect a great conversation as well as a great cocktail. Old fashioned are my specialty.

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

I’m honored. It feels great to have the support of our city. There’s a great group of bartenders, so it feels amazing to win.

**What are you most proud of?**

I’m most proud of being a full-time dad and husband as well as working full time in a business I truly enjoy. My goal is to one day

own a high-end cocktail bar so this is a great stepping stone.

**Finalists**

- Drew Hill - Sapphire Lounge, 4010 Montana Sapphire Dr.
- Scott Welter - Magic City Casino of Billings, 2499 Gabel Rd.

**CHEF**

**Andrew Glynn – The High Horse Saloon and Eatery**  
5 years in business  
3953 Montana Ave.  
(406) 259-0111  
highhorsosaloonandeatery.com

*Guests shouldn’t feel treated any differently eating where Andrew Glynn is chef than if they were invited to a holiday dinner at his home.*

*Glynn is the chef at The High Horse Saloon and Eatery in Billings.*

*“When our customers come in, many are greeted by name, treated like old friends, offered a chair at our table, and genuinely welcomed,” he said. “While dining or drinking*

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with us, you are sitting at our table and will be treated like family.”

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

Our customers come in daily, or on certain days to sit in a particular server’s section because of the exceptional service they provide. Our level of service stems from incredibly sincere and caring owners, which is carried out by an entire team of professionals who have a desire to please and serve. Every single team member is empowered and encouraged to take the time, and help rectify any situation that may have arisen to make sure your experience is nothing less than memorable.

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

We also run a fully functional catering company. From 20 person boxed luncheons, to plated dinners for 400+, to any type of bar service you could imagine, we have done it before and can do it for you.

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

Every single one of my cooks and chefs are given full creative license, be it soups, lunch specials, Fancy F’n Dinner Specials, and anything in between. Of course there are staple recipes which Chef Nathan Southwick or myself have written to ensure consistency, but aside from that my team understands the standards we have, and are given the ability to try new things, new flavors, and new techniques. This is why our specials change every single day.

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

Although I am not a Montana native, I have been living here for almost nine years. I have started a life, a family, and a career and I do not plan on leaving any time soon. The fact that I get to feed thousands of people in this community a week, is heartwarming to me. Growing up, family meals at our cottage in northern Michigan or holiday meals at my grandmothers’ were some of my favorite memories, and inspiration for a lot of my dishes today.

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

Customers and guests walking in should immediately feel at home from the food to the hospitality. A blue collar bar, with a white collar menu, and a little bit of honky-tonk thrown into the mix.

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

It’s humbling to say the least. There was a tremendous amount of talent and fine chefs in the final round, and I am absolutely honored to even have my name on the list with them. With that being said, mine and the other chef’s standards have to increase daily.

**What are you most proud of?**



I am most proud of my team, my Chef Nathan Southwick, and lastly myself. One of the foremost reasons I have humbly won this award is my team. These guys and gals work tirelessly through the worst of circumstances, the roughest of brunches, and do it all with a smile on their face and come back and will do it again tomorrow. We have the best service staff, bartenders, casino attendants, and kitchen crew that a guy could dream to have on his staff.

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

Take care of the customer and the numbers will take care of themselves. Plain and simple. Quality food, quality service, lots of love.

**What makes your business popular?**

Our food, our team, our consistency, and our service.

**Finalists**

- Jason Marble - Marble Table  
2515 Montana Ave.

**Keith Neuman, Bistecca at the Granary**  
**7 years in business**  
 1500 Poly Dr.  
 (406) 259-3488  
 bisteccagranary.com

*Keith Neuman is among the third of the Bistecca staff that doesn’t get to interact much with diners, but the whole thing*

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wouldn't work without their hard work.

"They are working all day long and evenings preparing the food for our guests," said the restaurant's James Bos. "It couldn't happen without them."

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

We offer a great variety, from very simple appetizers to pastas to steaks and seafood.

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

A very clean and comfortable atmosphere and greeted by great staff serving great food prepared by an engaged kitchen staff.

## CHIROPRACTOR

**Dr. Donnie Smith - Meier Family Chiropractic**

**15 years in business**  
3419 Central Ave., Unit C  
(406) 651-5433  
meierchiropractic.com

*In a way, Meier Family Chiropractic is making all of the region a better place to live.*

*"Being able to impact the lives of the people who make up the community in a positive manner" is what the practice enjoys most, says Meier's Donnie Smith.*

*"If they aren't able to function well, it would negatively impact the way the community functions," Smith said.*

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

Our passion for helping people achieve a higher level of health and wellness. We are not just about low-back pain and headaches. At Meier Chiropractic we educate our patients on how they can make changes in their lives to achieve better overall wellness.

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

Patients leave our office knowing our doctors and staff truly care about their progress. We want you to walk out the door feeling confident that you are on a path to improving your health and excited about coming in to continue the journey.

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

Our clinics offer four doctors, both male and female, as well as two locations and Saturday hours. We are located on the West End and have had an office downtown since 2018.

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

The positive atmosphere. It is fun to celebrate patient progress and build relationships.

**What can customers expect when**

**they walk through your doors?**

A lively and welcoming environment. The sense of caring and wellness.

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

Being voted best for the 11th year is validation that our passion for health shows in our work. We work hard to take care of each patient and appreciate the confidence our patients place in us.

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

At Meier chiropractic we give care as each person walks in, we do not treat everyone the same way. We listen to each person.

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

We are passionate about chiropractic and we sincerely want to help as many people as we can.

**What makes your business popular?**

There has never before been as much focus on health as there has been in the last year. More people are now understanding the role that chiropractic and nutrition has in overall health and wellness. Our office has seen an increase in people seeking natural care for their health that can boost their immune system and quality of life.

## Finalists

- Dr. Beau Picard - Picard Chiropractic, 2820 Central Ave., Suite D
- Dr. Shayne Durbin - Shayne Durbin D.C., 2045 Broadwater Ave., Suite 2

## DENTIST

**Dr. Wade Wilde DMD - Brewer Dental Center**  
**38 years in business**

2900 Central Ave.  
710 Main St.  
(406) 656-6100  
brewerdentalcenter.com

*Dr. Wade Wilde has a one-word secret to good customer service.*

*He likes to say, "yes."*

*"And then figure out how I'm going to do it," he said. "Saying yes opens doors and facilitates change that most of us could never have imagined. The best customer service is providing the solution to your patient and figuring out the details on my end."*

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

Patients come back to BDC because we exceed expectations. When patients come in, they know they will get dentistry done but the quality and efficiency with which we perform their services exceeds their initial expectations and they choose to come back.



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

We all strive for excellence and we respect each other for that drive. They say birds of a feather flock together, and our flock has conversations everyday about how we're going to do better and offer more than what patients expect. We keep each other accountable and we share a community goal of looking out for our patients and each other.

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

Honesty, professionalism, compassion and to be impressed.

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

Being voted Best of the Best is humbling and it means I have an amazing team that surrounds me and supports me in caring for our patients. It also makes me grateful for the patients that have given me their trust and drives me to care for their needs even more.

**What are you most proud of?**

Setting a goal to become a dentist and a dental business owner and then achieving that goal with a very successful business has been amazing. But honestly, the things in life I am most proud of have nothing to do with business. I am the proudest father to amazing children and I have an incredible wife. I'm so proud of the family and life we have built together and consider that my greatest achievement.

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

As a business owner, dentist, team leader, and father, I'm presented with many questions on any given day. A lot of those questions can lead to challenges and change. My secret to good customer service is saying yes, and then figuring out how I'm going to do it. Saying yes opens doors and facilitates change that most of us could never have imagined. The best customer service is providing the solution to your patient and figuring out the details on my end.

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

**to give back to the community?**

Giving back to our community is a huge part of who I am and what I believe is important. Whether it's Dentistry from the Heart and donating my skills, actively participating in church service, working with youth or coaching, I believe many great people gave their time to help me gain confidence and become my best self so I have the responsibility to do the same for others.

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

Trust is a foundation that is definitely earned and not given. In order to earn that trust I think the most important step with any patient is to do what you say you are going to do and then you do it better than expected.

**Fun fact about your business?**

We currently provide a great income and rewarding workplace for over 100 employees and their families here in Billings.

**Finalists**

- Dr. Cody Haslam - Haslam Family Dental, 3307 Grand Ave., Suite 105
- Dr. Cody Winterholler - Winterholler Dentistry, 683 Henry Chapple, 413 SE 4th St., Laurel

**ESTHETICIAN**

**Kialy Iverson - Element Skin Therapy**

**2 years in business**  
411 24th St. West  
(406) 208-7822  
elementskintotherapy.com

**Finalists**

- Jessika Kratochvil - Lavish, 2345 King Ave. West, Suite C
- Tia Papatheodore - Goddess Esthetics, 410 Lake Elmo Dr., Suite 2

**FINANCIAL ADVISOR**

**Adam Gross - Retirement Solutions**

**7 years in business**  
178 S. 32nd St. West, Suite 1  
(406) 794-2627  
retire-solutions.com

*There's more than one way to measure your success as a financial advisor.*

*"At least once a week, I get a hug," says Adam Gross of Retirement Solutions. "Or, should I say, I used to get a hug once a week. Now, it's a fist bump. Nevertheless, it's not so much about being popular as it is being genuine."*

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

From start to finish, the conversation with clients is focused more on them and not about why one product is better than the other. In other words, we aren't focused on one product or why one company is better than another.

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

I strive to have people leave my office

knowing they are in great company and that I have their best interest at heart.

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

Photography is one of those things I love and have been doing for years for fun. I have a lot of hometown pride with Billings, and the artwork in my office are photos I've taken from around our beautiful city.

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

Having a great conversation with someone is always great, but being able to have great conversations about money and seeing that little pep in someone's step afterward is great, and who doesn't want to be part of that?

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

Helping my neighbors and friends be the best version of themselves will put us as a community in a better spot to raise kids, start a business, or even retire.

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

Coffee, great artwork, a smile, and a firm handshake.

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

It's an honor once again, I had a lot of

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**BANK**

**Stockman Bank**  
70 years in business

Various locations  
(406) 655-2700  
stockmanbank.com

*All banks are the same, right? One is as good as the next?*

Not true, says Stockman Bank's Tricia Hansen.

Stockman Bank is a Montana bank that only does business in Montana.

"We only bank in Montana, therefore we are only focused on Montana," she said. "So our friends and neighbors really are banking with a Montana bank."

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

Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.

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

Our customers know that they are our priority and will be treated well.

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

Stockman Bank has a great reputation across the state in every community that we serve. 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 who 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 two years in a row.



**Finalists**

- First Interstate Bank, Various locations
- Western Security Bank, Various locations

**COMPUTER REPAIR SHOP**

**Billings Tech Guys**

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

*We've all had that "uh-oh" moment seconds after the phone hits the sidewalk, or the computer shows the "blue screen of death".*

*Luckily, the staff at Billings Tech Guys knows how to fix those things, and can install a pretty sweet home theater system for your home while they're at it.*

*"Customers may not know of all the services we offer," says Dylan Solberg. "We spe-*

*cialize 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 refurbished."*

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

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

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

We train our employees that great customer service is our number one priority.

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. If we can maintain that, we hope our customers will keep returning.

**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 refurbished.

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

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

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

We treat all our customers as family. When customers walk through the door here at Billings Tech Guys, they can expect an employee waiting here to help them with great knowledge and the utmost care for the customer. We find it very important to start every customer encounter with a smile.

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

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

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100 24th St W #3, Billings, MT 59102  
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onesourcebillings.com

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2017  
2016  
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2011  
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2008

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**Terri Welborn,**  
**GRI, CRS**  
terri@sellingbillingsmt.com  
406-860-0055

**Montana**  
Real Estate Brokers

**BILLINGS GAZETTE**  
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**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 couple years we were proud to donate to Tumbleweed here in town, a very worthy donation. We are also partnering with Family Service to provide a Fresh Start Computer Program. The program provides students with a computer and teaches those in need the basic computer skills.

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

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 provide superior technical service and are easy to work with.

**What makes your business popular?**

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

**Finalists**

- Device Child - Grand, 2010 Grand Ave.
- Tesla's Cellular Repair and Wholesale, 111 S. 24th St. West, Unit 25

**CREDIT UNION**

**Montana Health Federal Credit Union**  
57 years in business

3100 2nd Ave. North  
2526 Shiloh Rd.  
(406) 259-2000  
www.montanahealthfcu.org

*Here's a sign you're doing business right.*

*Montana Health Federal Credit Union specializes in health care workers and has been in the Billings community for 57 years.*

*"We still have members from when we first opened our doors," said the credit union's Dennis Wizeman.*

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



Montana Health is chartered specifically to serve those who work in health care. We specialize in helping serve the financial needs of this group of exceptional people.

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

We offer the latest in banking technology and still have that small credit union feel.

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

Montana Health is chartered to serve health care workers throughout all of Montana, northern Wyoming and parts of North Dakota.

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

We serve the whole state, but we secretly know that Billings has the best health care workers anywhere.

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

Someone to say hello to them by first name.

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

There are some amazing credit unions in Billings that provide amazing services. It means a lot to receive this honor when we consider how wonderful all the other credit unions in town are.

**What are you most proud of?**

A staff that truly cares about the financial lives of our members.

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

We donate a lot of time and money to the foundations of our employer organizations. Our signature donation is our Philanthropy Card - a debit card

that donates the interchange income back to hospital foundations - and has a picture on the front designed by the hospital foundations.

**What makes your business popular?**

Two things: 1. We really do provide truly personalized services; and 2. We give back a lot to the healthcare community.

**Finalists**

- Billings Federal Credit Union, Various locations
- Valley Credit Union, Various locations

**CUSTOM FRAMING STORE**

**The Frame Hut & Gallery**  
54 years in business

1430 Grand Ave.  
(406) 245-9728  
framehut.com

*If you can dream it, The Frame Hut and Gallery can make it.*

*During the last year, the business has been presented with some creative framing requests, including a larger-than-life shadowbox of a beautiful full-sized buckskin wedding dress, and a surprise anniversary gift of art framed in a shadowbox, enhanced with lighting, said the gallery's Helen Tolliver.*

*But, the business is much more than a framing shop.*

*"We offer a variety of home décor, lamps, candles, artisan jewelry, purses, regional artwork, and much, much more," she said.*

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BACK ROW, LEFT TO RIGHT:  
**Jared W. Browning** Doctor of Audiology  
**Brandy M. Dillon** Hearing Instrument Specialist

CENTER ROW, LEFT TO RIGHT:  
**Amy Remsberg** Doctor of Audiology  
**Jenelle Hampton** Patient Care Specialist  
**Libby Loy** Patient Care Specialist

FRONT ROW, LEFT TO RIGHT  
**Maggie J Luers** Doctor of Audiology  
**Kristi Browning** Office Manager

UNPICTURED  
**Sarah Browning** Patient Care Specialist  
**Shelly Solomon** Patient Care Specialist  
**Linda Gleason** Accounting

**REHDER**  
Balance & Hearing Clinic

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

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

What our customers tell us is that they find it relaxing here. They often comment on our peaceful atmosphere with a large variety of styles of art, diverse gifts, and most importantly the friendly and prompt service they received.

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

It gives a person the ability to use their artistic and creative design abilities as you just never know what project you'll be working on next. From sports memorabilia, sentimental findings, to museum artifacts, there is an endless variety of what one can frame. We also enjoy what we do and together craft a great supportive team. This year especially has been the year for interesting and very special items to frame. Some amazing projects include a larger than life shadowbox of a beautiful full sized buckskin wedding dress and even a surprise anniversary gift of art framed in a shadowbox, enhanced with lighting.

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

One of the most rewarding facets is showcasing talented artist's work from the community and seeing how much it is appreciated.

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

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 place one can also relax and unwind. Art truly is food for the soul.

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

This award is an amazing accomplishment as we work hard to be the Best of the Best and is a great encouragement to our team as we see how crucial it is to take pride in and put the best into each project whether large or small. As this is the 12th year in a row to have received the Reader's Choice Award for Best Custom Framer, it is an absolute honor to have been chosen.

**What are you most proud of?**

Through creativity, we are most proud of our enduring designs and professionally quality made frames. Whether it's to create a heartfelt project of a child's special drawing for a loved one, or a certificate of accomplishments achieved by a customer or someone close to them, we are framing treasures. We do our best through listening, encouraging, caring, and offering expertise and kindness each step of the way.

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

Ronald McDonald House is close to our heart as being a caring non-profit organization that provides housing and special

needs for families during crucial medical treatment for loved ones fighting life-threatening illnesses. We have supported the Billings Clinic Classic, the RMC art department, Saints, Huntley Project FFA, P.E.A.K.S., 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.

**Finalists**

- Hobby Lobby, 2425 Central Ave.
- Rimrock Art & Frame, 1070 S. 24th St. West

**ELECTRICAL CONTRACTOR**

**4-Ohm-6 Electric**  
 4 years in business  
 114 Ardmore Dr.  
 (406) 697-4693  
 4ohm6electric.com

*When your business brings you inside your customers' homes, first impressions are everything.*

*That's why the employees of 4-Ohm-6 will always arrive at your home well-dressed and ready to work.*

*"With our business it is not so much walking through our doors as much as it is us walking through the customer's doors," says owner and master electrician Brandt Myers. "Whether it's a place of business or residence, we will always be in logood gear, clean dressed with a smile and greeting, ready to work."*

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

Being a smaller business, you get the same face time after time showing up to do the work. We like to build a relationship with our customer base. When you call us, you talk directly to the owner of the company.

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

The relationship that we build with our customers brings back those same customers or the referrals from those customers. We pay attention to detail and try to give the customer exactly what they are wanting.

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

Some of our customers might not know about all the electrical services that we offer. We range in the smallest of service calls such as changing a fixture or outlet to remodels, new residential, shops, lighting retrofits, new or remodel commercial and light industrial.



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**north40pt.com**

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

Seeing the same customers and/or their referrals time and time again. Being able to go around the community and recognize customers that want to say hello and catch up. Driving through the community and seeing different projects or buildings and businesses that we helped grow or build inside our community.

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

A bit unbelievable at first. Being so new of a business and being voted Best of Billings in just over three years is amazing. It takes a lot of work and time away from family to start and then try to grow that business. It means a lot to see that hard work pays off. It makes us want to strive to stay on top and keep bettering ourselves and our service to our customers and the community.

**What are you most proud of?**

I'm most proud of my family, my wife Danielle and our two young kids. They have backed me and the business every step of the way. They understand the long days and weekends and try to help every way they can. I also take pride when I drive by a business, house, etc. and say, "Hey look, I wired that."

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

We do our best to make the customer feel like they are getting exactly what they want and help explain the process to them. We stay personable throughout the whole process and try to communicate with the customer as best as we can.

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

We build trust by showing up on time and giving the customer what they want. We try to return calls, emails, etc. as soon as we can to help communicate with our customers and keep them up to date throughout the whole project.

**Finalists**

- Action Electric, Inc., 1010 Central Ave. #4
- LG Electric, 105 W. Hilltop Rd.

**INSURANCE COMPANY**

**Goosehead Insurance - LaMantia Agency PC**  
 1 year in business  
 1925 Grand Ave.  
 (406) 206-5729  
 paul.lamantia@goosehead.com

*Don't be surprised if you visit Goosehead Insurance and are greeted with a nuzzle from a German shepherd puppy.*

*"Our office mascot is a 9-month-old German shepherd who greets all our clients at the door, and may require attention at random throughout your visit," says the company's Paul LaMantia.*

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

Goosehead offers best-in-industry customer service, claims, and user technology, coupled with the choice model that offers more carriers at more competitive premiums.

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

Our commitment to finding the best coverage at the right price.

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

This year Goosehead donated \$101 million dollars to MSU's school of nursing, which will help to train and staff more nurses in our state, particularly in rural areas.

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

Our office culture not only provides supportive growth and enrichment, we also enjoy ourselves and celebrate our victories as a team.

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

The Billings community is a wonderful place to grow a business and raise a family. The support this community gives is unparalleled.

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

Clients are treated like family in this office.

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

It means the community supports and appreciates our endeavors to save them money while protecting their assets.

**What are you most proud of?**

Being a father to an amazing little boy.

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

The golden rule always applies. We treat our clients in a manner I would want a stranger to treat my mother.

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

Besides the record-setting donation by Goosehead, we also sponsor athletic teams and events that raise funds for those in need.

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

By being available when our clients need us. Whether it is a simple policy question or a claim, we are here for them.

**What makes your business popular?**

Goosehead being a high-volume distributor of insurance affords the best pricing from every carrier we do business with. Our clients appreciate the value of being covered correctly while saving money from their previous policies.

**Finalists**

- State Farm Insurance, Various locations
- Stockman Insurance, 2700 King Ave. West, 1405 Grand Ave.

**MORTGAGE LENDER**

**Mann Mortgage**  
 32 years in business  
 2511 Montana Ave.  
 (406) 294-5300  
 billings.mannmortgage.com

*The dream of owning your own home has lived up to its promise in Montana over the last several decades. Mid-range homes bought in Billings 20 years ago have nearly doubled in value.*

*As one Billings builder said recently, you can buy a house, wear it out, and then sell it for more than you paid. There aren't many investments like that.*

*That builder's other advice? Shop around for a good mortgage lender, they're not all the same.*

*That's how Mann Mortgage has thrived for more than 30 years, it's the lender people land on after shopping around.*

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

Mann Mortgage is a family-owned company that emphasizes honesty, integrity, and community. Since founding in 1989, we've been committed to helping borrowers find the best loan and fulfill the dream of home ownership. Mann Mortgage was recently named a No.1 Top Workplace in Montana by Lee Enterprises, No. 12 Best Place to Work in 2020 by Outside Magazine, and a 2021 Top Mortgage Lender by Scotsman Guide.

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

Friendly and courteous service while also providing great loan products and

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

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

It surprises people to know that Mann Mortgage is one of largest lenders in the state. We are located in 21 states, 55 branch locations and over 500 employees. Mann Mortgage Billings was one of the first branches when the company started in 1989.

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

At Mann Mortgage, an employee is more than a number - they are a person who is treated as a valued team member and empowered to be part of the customer's experience regardless of their job focus. Mann Mortgage is purposeful in creating opportunities to make team members feel like family.

Team members are encouraged to provide feedback and ideas, drive efficiency, and recommend changes that improve doing business. We offer rewarding and challenging career opportunities, competitive pay, bonus incentives, a wide array of benefits, and a generous paid time off plan.

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

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

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

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

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

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

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 (406) 702-1841  
[www.GlacierWash.com](http://www.GlacierWash.com)

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**What are you most proud of?**

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

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

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

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

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

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

We built our trust one customer at a time. Every customer is important, and we understand that this is not just a loan but a home that will help families build financial security, a base to raise a family, and a happy place where you can live, laugh and learn.

**What makes your business popular?**

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

**Fun fact about your business?**

Our branch used to be Bob Tomkins Art Gallery. We modified some work spaces, but kept the original brick walls when we renovated. Bob's painting studio is now a large office and Bob has been a featured artist for some of the Billings Art Walks we have participated in.

**Finalists**

- Guild Mortgage Company, 3127 Central Ave. #4
- Universal Lending Home Loans, 2646 Grand Ave. #2

**MOVING COMPANY**

**Montana Muscle Movers**  
 4 years in business  
 2601 Overland Ave.  
 (406) 860-7510  
 montanamusclemovers.com

Montana Muscle Movers was created by necessity.

"We were stood up by an existing moving company," said Tara Kirschenmann. "We



were pregnant with our first child, and moving on a summer holiday weekend when all of our friends were already out of town and unavailable because we had told them we hired movers. We took the frustration of that day and started our own business when our daughter was just a few weeks old."

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

Our willingness to go above and beyond to meet our customers' needs.

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

Our efficiency is what brings customers back, as an hourly service people want their move done as quickly and safely as possible.

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

We offer short-term storage. If you are in between homes, or getting new flooring and needing to store some items we can do that for you (limited availability). We also offer commercial snow plowing.

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

We pride ourselves in offering opportunities to hard workers with a living wage, and flexibility to meet people where they are at for work/life balance. We consider our employees an extension of our family.

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

We are so grateful to be in this position. An award that is decided by the community is more meaningful and humbling than an

industry award.

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

We treat every client the way we would like to be treated, with fair pricing, follow through on all of our commitments, and are not happy until you are happy.

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

We intentionally set aside a percent of profits to give back to the community. We hold a soft spot for children and veterans so most of the causes we invest in tend to benefit those groups. Every year we load up a few truckloads of toys for the local Toys for Tots drive and our movers deliver toys in Santa hats! Veterans receive 10% off.

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

We are here to help solve problems. When a potential client calls us we take a very consultative approach. We will ask a list of questions, offer solutions and get a game plan together that will fit their budget. Because we have invested in technology there is complete transparency between our movers, staff and clients. Clients can expect to receive confirmation emails, texts, and an estimate to sign off on prior to their move.

**What makes your business popular?**

We are clear communicators, providing great customer service with a smile. Following through on promises isn't something every business does these days, we will remain to be people you can count on.

**Finalists**

- Aaron's Back Company, 6917 King Ave. West
- Triple T Moving, Inc., 547 S. 20th St. West #4

**PET BOARDING FACILITY**

**Paws and Claws Hotel and Spa**  
**3 years in business**  
 3206 Conrad Rd.  
 (406) 894-2332  
 pawsnclaws406.com

*Wes Smith doesn't measure the success of his Paws and Claws Hotel and Spa entirely on whether or not his customers are happy.*

*Customers' dogs matter a lot, too.*

*"Their dogs come in happy and go home happy," he said.*

*That's good, smart business.*

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

We have 2.5 acres for dogs to run and play. We have 9,000 square feet inside for play areas. We deep clean daily.



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

Wes is a retired Army veteran. We hire a variety of people to give everyone a chance to feel valued. We (our family and employees) have worked tirelessly to literally build this business. We have built fences, laid sod, built gazebos, moved sand and paver blocks, painted, cleaned — everything is done by us.

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

We love our employees. We provide food in the break room and refrigerator so they can stay energized. Working with animals is very therapeutic. One of our employees stated, "No matter what someone says about me or what I feel about myself, there is always a dog here that loves me!" We have 30 to 50 employees and are always looking for good workers.

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

We have met amazing people and built fabulous relationships while caring for their furry babies. The community has truly supported us and we have been blessed.

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

Customers can expect to be greeted with a smile and a warm welcome. Their pups will happily run through the door and out to the back doors to play with their friends!

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

It has been tremendous to feel the appreciation of the community to be recognized

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for keeping their pups and cats safe, healthy and happy. It is overwhelming to have our hard work and efforts recognized.

**What are you most proud of?**

All the hard work our employees put in each day! They truly care about each pet that walks through the doors!

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

We try to treat all our customers how we want to be treated with professionalism and courtesy.

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

We sell a few products made by local people. We donate pet food to the animal shelter. We host volunteers for various organizations and abilities to experience our facility. We help train individuals through Montana Youth Transitions and Animal Behavior College.

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

We built our facility with our dogs in mind. We treat their pets like they are ours. We care about the pets and their owners. The owners feel this care and warmth from us and know it is about them and their pets and not about money. We opened this business to provide a superior service to the community and give a variety of people a place to work.

**What makes your business popular?**

The pets are loved and have fun.

**Fun fact about your business?**

Wes has wanted to have a water park for the dogs since we opened. Watch for it coming soon! It is finally in the works.

**Finalists**

- Best Friends Animal Hospital and Urgent Care Center, 1530 Popelka Dr.
- Moore Lane Veterinary Hospital, 30 Moore Ln.

**BEST PLUMBING SERVICE**

**4H Plumbing, Heating & Cooling**

**2.5 years in business**  
455 Moore Ln. #3  
(406) 839-2010  
4HPlumbingMT.com

*When 4H Plumbing, Heating and Cooling does a job, they show up on time and don't leave until the work is done, making sure the whole way that the customer stays satisfied.*

*And their home visits and estimates are free, says 4H's Justin Herlyn.*

*That's not true of every trades business in*



town.

*It's one reason why after just two full years in business, 4H Plumbing, Heating and Cooling has been voted by customers as the best plumber in town.*

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

Our experience and accrued knowledge. Our service technicians not only know how to plumb, but also can perform several other tasks outside the scope of plumbing, allowing us to make sure our customers are happy on all aspects concerning the job we are hired for.

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

We always make sure to go the extra mile to keep our customers happy. We aren't satisfied with the end result until our customer is, and if our customers have a complaint, we never rest until we make it right. Our goal isn't to get a customer to hire us once, but repeatedly.

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

Our business was established in January of 2019 with one goal: to make the customer and their needs the main priority. Our techs had worked for several other companies in town where profit and company goals were put ahead of the customer, and the customer was considered a secondary aspect.

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

4H Plumbing runs more like a family than a business. 4H Plumbing is concerned not only about what goes on in its employees' lives inside the business, but outside as well.

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

4H Plumbing is run by people who were born and raised in this community, which is why we can say this community is like no other. The people are friendly and down to earth, and it seems as though everyone is

mindful of others. All of this lends itself to a community that feels interconnected.

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

From the first contact with our office staff all the way through to the end of the job they will feel taken care of by a group of people that are knowledgeable and friendly.

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

4H Plumbing takes this achievement with great pride, because we view this award to be synonymous with the community.

**What are you most proud of?**

4H Plumbing is most proud of the quick rising to the nomination and winning of this award. To win this award is to be recognized as part of Billings core community, and never in our dreams did we believe we would achieve this so quickly.

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

It may seem simple, but what 4H Plumbing finds to be the secret is simply listening to the customer and making sure that we meet and exceed all their expectations.

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

4H Plumbing donates to after-school

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www.hertzbillings.com  
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programs, sports, and special causes. We continue to seek new opportunities to give back to the community, such as Relay for Life and sponsoring youth sports teams such as YSA.

**What makes your business popular?**

Because of the friendliness and camaraderie that our customers notice while doing work for them. We never show up with a “this is just another job” attitude.

**Fun fact about your business?**

Our company may be smaller when it comes to the number of employees, but we have managed to win the Readers’ Choice Award two years in a row, which shows that it’s not the size of the dog in the fight, but rather the size of the fight in the dog.

**Finalists**

- Acorn Plumbing & Heating, 415 S. 25th St.
- Air Controls, Inc. 2115 2nd Ave. North

**TAX PREP SERVICE**

**Colleen Black & Co. PC CPAs**  
 17 years in business  
 1925 Central Ave.  
 (406) 248-1040  
 cblacktax.com

*Tax time can be stressful, unless you take your taxes to Colleen Black & Co PC CPAs. There’s a place for kids to play, and a fireplace.*

*And, along with great service and long experience, customers may also be handed a warm cookie.*

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

We work hard to break the mold of the standard accounting office. Clients know that we are a little different than all of the others just by walking through the door. We welcome our clients into a comfortable homey office where our business has been built on trust, great service and relationship



development.

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

Our clients know that they can depend on us and value the sage advice that we’re able to offer. Clients come back because they trust us. They trust that their private information remains private and secure.

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

Colleen believes in giving back to the community that helped CbCo become the successful business that it is. A successful business doesn’t just happen. Anyone in business knows that we are hit up with requests every day for “can’t miss” advertising placements or sponsorships or just plain hand-outs. It’s important that we be-

come specialized in our giving. At CbCo we do kids! There’s actually a kid room in the building.

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

CbCo is committed to providing a healthy work environment to its employees. Education is a cornerstone of the CbCo business model. The company helps to support our staff’s physical and mental health by encouraging a balanced lifestyle. CbCo was awarded the The National Balance Award by the ASWA in 2010 in recognition of this. We encourage healthy living and having fun. Especially the fun!

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

Billings is a good place to be from. Col-

leen is one of four girls in the Stecher clan. Growing up in the Heights, Colleen was always the one who was going to leave and 30 years later, the only one still here.

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

To be greeted with a smile; although under the cover of a mask. Masks are still required in our office. The reception and waiting room is a comfortable place to relax before being seen by a professional. There are comfy sofas and relaxing chairs to lounge in prior to a meeting. We have a fireplace burning in the corner in the winter months.

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

Being the Best of the Best is a HUGE honor. Being voted “Best” multiple times in different categories is humbling and makes me want to work harder to be the best at what I do. Being voted Best Tax Preparation is more meaningful to me because it honors the entire CbCo Team.

**What are you most proud of?**

The business that I’ve built over the years and that it supports 20 families in the Billings community. With that, I am proud to be able to offer top-notch benefits to my staff.

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

Our secret to good customer service is building a good relationship with our clients. Good manners go a long way in the customer service realm. Greeting people with a smile and a friendly hello and remembering to thank them for coming in is important.

**Fun fact about your business?**

We bake cookies on Tuesdays. We bring in lunch on Thursdays - usually soup from Caramel Cookie.

**Finalists**

- Microbooks, LLC, 405 E. Main St., Laurel
- Woods Accounting, 1030 S. 24th St. West

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## VETERINARY SERVICE

### Best Friends Animal Hospital and Urgent Care Center

19 years in business  
1530 Popelka Dr.  
(406) 255-0500  
bfah.net



For many people, the first time they need a veterinarian is during an emergency, says Emily Gocke-Smith, of Best Friends Animal Hospital and Urgent Care Center. How they and their pet are treated during that anxious time is important, she says. The animal hospital is staffed 24 hours a day. "Your pet is never alone at Best Friends Animal Hospital," Gocke-Smith said.

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

We offer everything from preventative health care and vaccinations to advanced critical care cases. We have doctors and technicians on staff 24/7 for our hospitalized and boarding patients. We are the only hospital that has an in-house CT (computed tomography) scanner which brings in referral cases from the entire region. We just added our first specialist, Dr. Jennifer Schissler. She is the only board certified veterinary dermatologist in Billings.

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

Many people first come to Best Friends Animal Hospital on an emergency or urgent care basis. What keeps them coming back is discovering our talented and caring team and the variety of services we provide. People in Billings value that we have doctors and support staff available 24/7 for their pets.

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

We have staff (doctors and support team) on the premises 24/7 to take care of the ani-

mals in our hospital as well as emergencies. If your pet stays overnight with us, they are monitored and cared for by our dedicated overnight staff. Your pet is never alone at Best Friends Animal Hospital. Something new about our hospital is the addition of Dr. Jennifer Schissler, the first board-certified veterinary dermatologist in Billings. She specializes in dermatology (skin) and otology (ears).

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

Best Friends Animal Hospital is a great place to work because of our employees. Our team of doctors and support staff are some of the most talented, caring and hard working in Billings. Because we offer a wide array of services, we often take care of some of the most critical and sick patients in Billings. We enjoy the variety of patients, meeting new clients, and challenging medical and surgical cases. We also love our regular clients and the relationships we develop with our clients and patients.

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

The Billings community is an amazing

place to live and work. We are very thankful Billings has been supportive of Best Friends Animal Hospital and how we have grown and changed over the years. From inception in 2002, we have grown to be one of the largest veterinary facilities in Montana with 11 veterinarians on staff. The Billings community cares about their animals and appreciates having emergency care 24/7.

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

We are very thankful to the Billings community for voting us Best of the Best for the fourth consecutive year. Our priority is providing the absolute best medical and surgical care for pets and it is wonderful to be recognized by the community for the services we strive to provide.

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

Providing the best medical and surgical care possible for your pets. We value pets in our lives and celebrate the human-animal bond. It is our goal to provide accurate medical care and advice in the most compassionate manner possible. Our entire team works at Best Friends Animal Hospital be-

cause they care about their clients and truly love animals.

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

We partner with local shelters and rescues to provide discounted surgical care for pets who have challenging surgical needs beyond the capabilities of what the shelter health care team can provide. We provide a monetary donation to Yellowstone Valley Animal Shelter for every animal euthanasia performed at our clinic. This gift, in each pet's memory, helps a lost or transitioning companion animal.

### Finalists

- Shiloh Veterinary Hospital, 345 S. Shiloh Rd.

### Vet-To-Go, Inc.

20 years in business

1033 S. 29th St. West, Suite A  
(406) 860-2196  
vet-to-go.com

There's never a dull moment at Vet-To-Go. The clinic, specializing in low-cost vet services, prides itself in helping all pet-loving members of the community.

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

We are a veterinary clinic that also does house calls. And we are a compact clinic providing a lower cost alternative to the larger veterinary hospitals in the Billings area.

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

We hold four spay/neuter clinics a year for lower income families in addition to our already low cost spay neuter services every day.

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

You will never be bored working at Vet-To-Go.

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Billings, MT 59102

## ANTIQUUE STORE

### Liberty & Vine Country Store

3 years in business  
2019 Montana Ave.  
(406) 534-8667  
libertyandvine.com

### Finalists

- Marketplace 3301, 3301 1st Ave. North
- Yesteryears Antique Mall, 102 N. 29th St.

## BIKE SHOP

### The Spoke Shop

48 years in business  
1910 Broadwater Ave.  
(406) 656-8342  
spokeshop.com

*COVID may have been the best thing to happen to cycling in a decade.*

*With so many people working remotely and wanting to be outside, the sale of new bicycles was so vigorous it caused a shortage.*

*Lucky for Billings, The Spoke Shop has been in business a long time and knew just how to help find bikes and get new riders out on the roads and trails, away from the misery of the pandemic.*

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

The Spoke Shop is a Billings institution. Since 1973, we've been the hub of the Billings cycling community. Cycling trends may come and go, but if the last 48 years is any indication, The Spoke Shop will remain a passionate, committed, and active focal point of Billings cycling.

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

If you've never been to The Spoke Shop, you probably think we just sell or fix bikes. What we're really here for is creating awesome cycling experiences and establishing long-lasting friendships with our customers. Whether it's a complete repair overhaul to a vintage ride or selling someone their first E-Bike, our dedication to cycling and community allows us to be passionate about what we do.

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

The Spoke Shop's current home was originally a gas station. In one day's worth of moving (true story), original owner Jim Downs turned an old Texaco gas station into The Spoke Shop's current 1910 Broadwater Avenue home.

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

The connection between staff and customer starts as complete strangers, but often ends as new friends. Our owner Dean empowers all of our staff to engage our customers and to maintain a friendly, local bike shop that provides nothing but world class service.

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

We've been able to see the Billings-and-beyond cycling community grow and evolve year after year, and are proud to say our staff and customers are actively involved in our awesome community.

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

We want you to leave The Spoke Shop with positive memories of the staff you interact with. Whether it's doing research on a potential bike purchase, bringing in a bike for repair, or just seeing what's new at the shop, our staff are committed to making sure you feel welcome and excited to be at The Spoke Shop!

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

It means we put our customers ahead of anything else. It means that chatting on every long phone call, answering all of the technical questions, and waiting six months for that custom-ordered part to complete your dream bike is worth it. We make these commitments every day for our staff and our customers and remain dedicated to the cause.

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

Our goal is to have you leave The Spoke Shop with a smile, even if you didn't buy a new bike! Customer Service will ALWAYS be our number one priority.

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

The Spoke Shop partners with various community organizations to host, sponsor, or otherwise participate in community events. Our staff have been very active in expanding the local trail system, including the Acton Recreational Area and the Blue Creek Bike Park. In the past, we've been able to donate bikes for raffles or actions, host various bike races, and be key sponsors for such events as Ales for Trails.

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

Making sure we are improving every day on our togetherness as a staff team allows us to better connect with our customers. When we're better equipped to help each other, we know we'll be in the best possible position to make you happy.

### Finalists

- Scheels, 1121 Shiloh Crossing Blvd.
- The Bike Shop, 1934 Grand Ave.



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**Tami Soumas**  
bstagedmontana@gmail.com  
(406) 860-3657



### BOAT DEALER

**Bretz RV & Marine**  
54 years in business  
Various locations  
(406) 248-7481  
bretzrv.com

#### Finalists

- Montana Honda & Marine, 2124 Goodman Rd.
- Pierce RV & Marine, 3800 Pierce Parkway

### BRIDAL STORE

**Belle en Blanc**  
7.5 years in business  
114 N. Broadway  
(406) 702-7646  
belleenblancmt.com

#### Finalists

- David's Bridal, 795 King Park Dr.
- Step'n Out, 1816 Grand Ave.

### CLOTHING STORE – MEN'S

**Shipton's Big R**  
72 years in business  
216 N. 14th St.  
2600 Gabel Rd.  
1908 Main St.  
301 N. 14th St.  
825 NE Main St., Lewistown  
2049 Sugarland Dr., Sheridan, Wyo.  
(406) 252-5707  
shiptonsbigr.com

*In the frontier days of Montana and Wyoming, the general store had to offer just about everything, farm and ranch equipment, clothing, footwear, tools, firearms, and on and on.*

*In our fast-paced world of internet commerce, there's something really satisfying about stores like that still existing. Shipton's Big R, which has stores in Billings, Hardin, Lewistown and Sheridan, Wyoming, really does offer just about every-*

thing.

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

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

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

Quality products, everyday low prices, we stand behind what we sell, good customer service, convenient locations and hours. Most stores are open from 7:30 a.m. to 8 p.m., Monday-Saturday, and Sundays from 9 a.m. to 6 p.m.

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

We service power equipment. Also, we now have stores in Lewistown, and Hardin.

#### 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, time off and 401K.

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

Billings is the best community out there. It is a very well taken care of city with amazing people and customers. We are honored to serve the fine people of Billings. We feel that we are relevant and that we serve a purpose with our products and services.

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

Clean stores, well lit, great merchandising, great customer service, and top-name brands.

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

Cannot be expressed in words. We are grateful, honored, thankful and appreciative. Thank you, Billings.

#### What are you most proud of?

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

### Finalists

- Desmonds the Store for Men, 2819 2nd Ave. North
- Scheels, 1121 Shiloh Crossing Blvd.

### CLOTHING STORE – WOMEN'S

**The Banyan Tree**  
7 years in business  
529 24th St. West  
(406) 534-8533  
shopthebanyantree.com

*There is no shortage of businesses serving women that cater to a niche, whether it's teens, new moms, nurses or the middle-aged.*

*The Banyan Tree in Billings has something for all women.*

*"The Banyan Tree is a clothing and lifestyle brand made for all women in every season of life," said owner Jana Pennington. "From elevated everyday wear to thoughtful gifts and unexpected finds for your home, the Banyan Tree is a one-stop shop for helping you choose the styles that work best for you and help you feel as beautiful as you already are."*

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

All of The Banyan Tree's products are thoughtfully and carefully handpicked by our owner, Jana, with our customers in mind. We pride ourselves on going above and beyond to seek good value without compromising on quality.

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

Our team started with family. Jana founded The Banyan tree with her husband James and a lot of help from all four kids. In the wild, Banyan Trees are rooted deep and intertwined. Our strong family roots are here in this community to support every branch – and every customer – as best we can.

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

I love building a business in my home state of Montana! I was born and raised in Billings so I have been a part of this great community for quite a while now. The women of Billings have been so supportive of all the businesses that I have been a part of.

**Finalists**

- Neecee's, 1027 Shiloh Crossing Blvd.
- Tiska Chic Boutique, 2101 Grand Ave., Suite 3

**CONSIGNMENT/USED CLOTHING STORE**

**Gratitude in Action**

5 years in business

10 S. 30th St.  
(406) 696-8704  
giamt.org



*"Every day is a treasure hunt" at the Gratitude in Action thrift store.*

*Finding a sweet vintage dress, a rare book or just the right piece of furniture not only feels good for the shopper, but helps benefit recovery and sober living in Yellowstone County.*

*What makes founder Terri Todd most proud are the lives that have been impacted by the organization. "Your support when you shop or donate to GIA is vital to our success," she says. "Together, we will accomplish the following: hundreds achieve sober and self-sustaining lives, families reunited, a vibrant enterprise contributing to south-side revitalization, fewer people dependent on public funds and public spaces, more than paying for itself by lowering societal costs, five-year accountability framework with real results, volunteer service opportunities to help GIA pay it forward, recognition for partners and donors."*

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

Quality of product combined with great customer service is what makes us stand out from the crowd. 100% of the money raised is used to promote recovery and sober living in Yellowstone County. We also believe in rescue, reclaim and recover.

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

Our employees and customer service. There is always new product on the floor to choose from.

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

We are a nonprofit that promotes and supports recovery and sober living. The

goal of the GIA Thrift Store is to help alleviate poverty and improve the lives of families and individuals within our community by providing an affordable place to shop. Offering high quality gently used clothing, furniture, home décor, books, and housewares. It also provides a step up out of homelessness by providing clothing and job skills to men and women in early recovery.

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

The clients we serve and the customers we are blessed to have. We have a fun, energetic environment that allows people to develop their gifts and talents. Every day is something different and we get to make an immediate impact on the lives of the people we come into contact with. We also love what our store supports, our employees are personally invested in what we do and who we serve.

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

Being able to be part of the solution in our community. We are so grateful for living in a place that gives back and believes in second chances.

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

A new style of thrift store that provides a boutique style experience. Our sales floor is filled with items that will remind you of yesterday and inspire you for today. We have an extensive book selection including vintage and hard-to-find authors.

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

We love the fact that we received this

from our community – they know us best. It validates what we value and the support we receive from Billings.



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

Happy employees and volunteers.

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

The founders of GIA began to implement their vision in 2016 with a single sober living home, motivated by their personal struggles with, and recovery from substance abuse. They came to believe that helping others was not just the right thing to do but a necessary part of their own recovery.

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

Our customers are greeted and welcomed when they enter the store. We build relationships with our customers and they become an extended family.

**What makes your business popular?**

Our great selection of new to you items and our vintage selection. That we recycle and upcycle items to avoid filling the landfill. That the clothes we are unable to use we send to smaller towns in Montana or send to missions overseas.

**Finalists**

- Montana Vintage Clothing, 112 N. 29th St.
- Savvy Seconds and More, 1739 Grand Ave.

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importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for 70 years.”

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

Gainan’s is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt.

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

All of our customers are important, and our professional staff is dedicated to making their experience a pleasant one. We always go the extra mile to make their gift perfect.

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

Fresh flowers and plant selections, a wide range of unique gift items and professional, dedicated staff.

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

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.

**Finalists**

- A&E Floral, 919 Grand Ave.
- Magic City Floral, 1848 Grand Ave.

**GIFT STORE**

**The Banyan Tree**  
**7 years in business**  
 529 24th St. West  
 (406) 534-8533  
 shopthebanyantree.com

*If you’re hunting a gift for a woman, what luck to have a place like the Banyan Tree, a one-stop shop.*

*“We have something for everyone, whether you are young or young at heart,” says owner Jana Pennington. “It’s a place where everyone can come together and find something they love that helps them feel like their best self.”*

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

Expect to enjoy a relaxed, pressure-free shopping experience. Our team of associates will greet you with a smile and a listening ear. We develop long lasting relationships with our customers so helping them select the best styles and discover the per-



fect gifts is our top priority.

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

We like knowing that we are serving the women of this community well. When it comes to product selection, it feels good knowing we’re on the right track to meet their needs and help women in all stages of life and of all ages feel good about themselves.

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

Treating people the way we would like to be treated! It’s as simple as that. We put ourselves in the customer’s shoes. It’s more about creating friendships and building relationships than selling something.

**Finalists**

- Barjon’s Books, 223 N. 29th St.
- Liberty & Vine Country Store, 2019 Montana Ave.

**GROCERY STORE**

**Albertsons**  
**82 years in business**  
 Various locations  
 (406) 248-7474  
 albertsons.com

**Finalists**

- Costco Wholesale, 2290 King Ave. West
- WinCo Foods, 2424 Central Ave.

**HARDWARE STORE**

**King’s Ace Hardware Stores**  
**67 years in business**  
 Six locations across Billings, Lockwood, and Laurel  
 (406) 656-1446  
 acehardware.com

*Long ago, in small towns across the country, residents couldn’t live without a hardware store. If you were lucky, the store owner knew you, and he might loan you the tool needed for a repair, saving you from spending money on a tool you’d only use once.*

*That courtesy hasn’t gone away at Ace Hardware. Even if you don’t know the hardware store owner, it’s still possible to borrow a tool.*

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

We knew that hardware was an essential business even before we were designated by the government. We have always worked to put the needs of the customers first, and to take care of people. During challenging times, that commitment has been tested like never before, and the associates at our

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

We support a lot of charity fundraisers by donating jewelry to their live & silent auctions. We also like to support the media who are giving back with donations.

**Finalists**

- Berkman Custom Jewelers, 311 24th St. West #111
- Greenleaf's Jewelry, 312 8th St. West

**LINGERIE STORE**

**TLC Lingerie**

**28 years in business**  
1400 Broadwater Ave.  
(406) 655-9400  
facebook.com/LoveMyTLCBra

**Finalists**

- Adam & Eve Stores, 1211 Mullaney Ln.
- Victoria's Secret, 200 S. 24th St. West

**MUSIC STORE**

**Cameron Records**

**2 years in business**  
1440 Central Ave.  
(406) 534-3423  
cameronrecords.com

**Finalists**

- Ernie November, 1825 Grand Ave.
- Hansen Music, 521 24th St. West

**OPTICAL STORE**

**Barnett Opticians**

**69 years of business**  
2203 Broadwater Ave.  
(406) 652-4347  
barnettopticians.com

*Who says opticians are boring?*

*Barnett Opticians owner Syl Schied has been drag racing for more than 60 years. The car he's currently driving can top 175 mph.*

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

We have the largest frame selection in Billings combined with knowledge and application of the latest high-tech lenses customized by our American Board of Opticianry certified opticians.

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

Our staff of long-term employees offer personalized service. They care about each



individual's visual needs and concerns.

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

Barnett Opticians was established 1952 by Ike Barnett in the current Alberta Bair building. Current owner Syl Schied started working for Ike in 1959 and purchased the business in 1979. With the outstanding reputation Barnett Opticians developed over the years, it made sense to keep the name unchanged.

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

We are a family owned and operated business and treat our employees as they are part of our family. Many of our patients also feel like family with the relationships we have developed over the years.

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

The people of Billings and the surrounding areas are truly great people. We are friendly, caring and supportive of each other. The people of Billings are what makes the community a great place to live.

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

It is an honor to serve the eyecare needs of the Billings community. We appreciate the recognition of being voted the best optical store and will continue to strive to meet those expectations.

**What are you most proud of?**

Knowing that every patient that leaves our office with eyewear that looks great and

performs the best for their lifestyle.

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

Many of our patients have entrusted Barnett Opticians with their eyewear for decades and have referred later generations to our care.

**Finalists**

- Bauer & Clausen Optometry, 100 Brookshire Blvd., Bldg. 2, Suite 2
- Heights Eyecare, 430 Lake Elmo Dr.

**PET GROOMER**

**Dee-O-Gee**

**3 years in business**  
27 Shiloh Rd.  
(406) 534-4245  
billings.dee-o-gee.com

*Yes, the name on the door is Dee-O-Gee. But, the popular West End Billings business also has products for C-A-Ts, too, said Josh Allen.*

*The business is also good for human employees. Dee-O-Gee was recently named among the top three places to work in Montana.*

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2021 WINNER

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

High-quality products and top-notch customer service. Our staff is super knowledgeable about dog and cat nutrition. We have lots of fun products for dogs and cats as well.

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

We offer professional dog grooming, dog daycare and DIY dog wash ... in addition to all of the awesome nutrition and supplement options for dogs and cats.

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

We really value taking good care of our animals and our employees share those same values. Dee-O-Gee has a wonderful company culture and we truly make a difference in the lives of our customers and their pets.

**Finalists**

- Lovable Pets, 1313 Grand Ave., Suite 6, 2010 Montana Sapphire Dr. #3
- Paws & Claws, 3206 Conrad Rd.

**PET STORE**

**Dee-O-Gee**  
 3 years in business  
 27 Shiloh Road  
 (406) 534-4245  
 billings.dee-o-gee.com

*For the owners and employees of Dee-O-Gee in Billings, their pets aren't just pets.*

*"In our world, our pets are family members," said Josh Allen. "Our customers share this value with us."*

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

Fun, knowledgeable, authentic, staff members that are eager to help our customers find products that help their pets thrive. Our pet services are Best of Billings (two years running) and our customers will find clean, bright, safe spaces where we do our utmost to take the best care of their dogs while they are at Dee-O-Gee.

**What are you most proud of?**

Back-to-back years winning Best of Billings.

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

Because we do such a good job of providing products and resources for our customers to care for their furry kids, we inherently build long standing, trusting relationships with our clients.

**Finalists**

- Lovable Pets, 1313 Grand Ave., Suite 6, 2010 Montana Sapphire Dr. #3
- PetSmart, 2510 King Ave. West



**PLACE TO BUY PRODUCE**

**Swanky Roots, Inc.**  
 4 years in business  
 8333 Story Rd.  
 (406) 656-7668  
 swankyroots.com

*There are a lot of surprises when it comes to starting a new business. But, there is one Veronnaka Evenson did not expect when she started her Swanky Roots greens farm.*

*Kids will eat her greens.*

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

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

The product really speaks for itself. It tastes great, lasts a long time, and once you've tasted it you really can tell the difference.

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

We have a farm store at the greenhouse where our greens and other products 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 enjoy most about having your business in this community?**

The support that we have gotten from this community has been amazing. We have fantastic grocery stores and 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?**

It 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.



# THANK YOU BILLINGS

## For voting us BEST FROZEN YOGURT!!



**1001 Shiloh Crossing Blvd Ste #5 • Billings, MT**  
**(406) 652-6000**  
 Sun – Thurs 12pm – 9pm  
 Fri – Sat 12pm – 10pm  
 (hours subject to change)

You can even make your own Banana Split options!

**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?**

We donate lettuce to a couple of church organizations, the rescue mission, and ZooMontana 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 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 are 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.

**Finalists**

- Albertsons, Various locations
- WinCo Foods, 2424 Central Ave.

**POWER EQUIPMENT STORE**

**King's Ace Hardware Stores**

67 years in business

Six locations across Billings, Lockwood, and Laurel  
(406) 656-1446  
acehardware.com

*Like many customers visiting a King's Ace Hardware, one man walked in recently carrying the broken part he needed to replace on a very old bathroom faucet.*

*He was told the part was no longer made.*

*At a lot of hardware stores, that would have been the end of that. A whole new faucet system would have been needed at significant expense. But, the Ace employee helping the man had an idea. He fashioned a replacement part out of several unrelated parts. It worked. Problem solved.*

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

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

**Finalists**

- Billings Hardware, 906 Broadwater Ave.
- Shipton's Big R, Various locations

**SHOE STORE**

**Al's Bootery and Repair**  
75 years in business

1820 1st Ave. North  
(406) 657-1374  
alsbootery.com

*The iconic Al's Bootery and Repair has been around 75 years, and recently changed ownership.*

*Gary and Christy Hoffmann purchased the business in July of 2021 and both are looking forward to continuing the great tradition of the previous owners and bringing in new and fun products as well.*

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

We are a local business with excellent customer service including boot/shoe repair.

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

Our excellent personal service and our wide selection of footwear. Our staff also has extensive knowledge about footwear and the lines that we carry, which allows us to help you select the best footwear for your needs.

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

If your boots are worn and need a little TLC, we are happy to help you get them looking new again. We also do various leather repairs and stitching repair jobs. If you're not sure if we

do it, call us with questions, or stop by with the item and let us take a look at it.

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

Our team is like a family. We all take care of each other so that our team can be best prepared to take care of our customers.

**Finalists**

- Scheels, 1121 Shiloh Crossing Blvd.
- Shipton's Big R, Various locations

**SPORTING GOODS STORE**

**Scheels**

119 years in business  
1121 Shiloh Crossing Blvd.  
(406) 656-9220  
scheels.com

**Finalists**

- Shipton's Big R, Various locations
- The Base Camp, 1730 Grand Ave.

**WINE STORE**

**City Vineyard**  
21 years in business

1335 Golden Valley Circle, Suite 2  
(406) 867-1491  
cityvineyardwine.com

**Finalists**

- Levity Bar, 1027 Shiloh Crossing Blvd., Suite 8
- Yellowstone Cellars & Winery, 1335 Holiday Circle



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## BOWLING ALLEY

**Sunset Bowl**  
60-plus years in business  
1625 Central Ave.  
(406) 656-6211  
sunsetbowlmt.net

Ask a lot of businesses what their customers can expect when they walk in the door, and the list can get quite long.

Not Jeanne Moses at Sunset Bowl. Customers can expect one thing, and for more than 60 years that's what they've been getting at Sunset Bowl.

"They can expect a good time," she said.

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

We have a variety of menus to choose from; we offer regular open play, leagues, disco bowling and bumper bowling for kids.

We have a full-service bar on the main floor and a banquet room downstairs. You'll also find Sunset Grill and Bowlers Edge pro shop here.

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

Our business caters to all ages so it makes it fun for young and old. We feel like we are an affordable type of entertainment so it makes it easier on people to get out and enjoy.

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

Family owned, original owners from day one. We are a community business and we like to help others.

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

Community support, we as businesses seem to have each other's back in the time of need.

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

We are doing something right. We love our customers. The support they have shown through these tough times means the world to us.

**What are you most proud of?**

The longevity of this business. It takes a community to keep it going.

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

You name it, we most likely support it. Our big ones are the Special Olympics and local schools.

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

Family atmosphere. Let them know they are cared about. We care about them, it creates a bond that is even seen outside the business.

**What makes your business popular?**

The sporting/entertainment aspect of it. Go out and be competitive while having a good time.

## Finalists

- Fireside Lanes, 1431 Industrial Ave.
- Town & Country Lanes, 6126 U.S. Highway 312

## CASINO

**Just 1 More Bar & Casino**  
2 years in business  
1595 Grand Ave., Suite 280  
(787) 508-2111  
just1morecasino.com

When you want to relax, the little things matter: a clean place to have a cold drink after a hard day; a server who remembers your name; a little hustle when you ask for something. And, it doesn't hurt to have a patio. Colby Veltkamp has perfected the art of turning customers into regulars at Just 1 More Bar & Casino.

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

Great staff, environment and culture.  
**What brings customers back to your business?**

Probably the Swedish fish. We have the best in town.

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

We have a patio and make food on mornings and weekends.

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

It's a fun environment with fun people.

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

Montana is a wonderful place.

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

A smile and a cold beverage.

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

Didn't expect to be.

**What are you most proud of?**

Staff.

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

Self-awareness, focus, drink memory, name memory, communication, eye contact, hustle, friendliness, cleanliness, respect.

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

Charity events.

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

Provide them with a safe stress free environment.

**What makes your business popular?**

The vibe.

**Fun fact about your business?**

We opened a business in 2020. What a year.

## Finalists

- Magic City Casino, 2499 Gabel Rd.
- Sapphire Lounge and Casino, 4010 Montana Sapphire Dr.

## Thank You for Your Votes!



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**GOLF COURSE**

**Pryor Creek Golf Club**  
**40 years in business**  
 1292 Pryor Creek Rd.  
 pryorcreekgolf.com

*There's lots to love about golf besides just the game. It's a good excuse to get outside, and a good way to hang out with friends and family.*

*And one of the best places to play is Pryor Creek Golf Club with its two 18-hole courses tucked in the rolling hills east of Billings.*

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

Pryor Creek Golf Club will be celebrating 40 years in business in 2021. With two 18-hole courses, each course has its unique, challenging characteristics that are ideal for outings with family and friends or for a little alone time. Affordable prices and friendly staff add to the many reasons Pryor Creek Golf Club shot a hole-in-one for Best Golf Course in Billings.

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

Pryor Creek Golf Club is family. We all work toward one goal of treating our guests as part of our family and making the golf course the best of the best.

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

A "hello." We pride ourselves in having the best staff.

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

We are honored to be chosen as the Best of the Best. A big thank you to everyone who voted.

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

We take care of you. From the moment you enter the clubhouse we want you to feel like this is where you belong today.

**What makes your business popular?**

Golf gets you outside with your friends enjoying views, fresh air and friendly competition.

**Finalists**

- Exchange City Par 3 Golf Course, 19 S. 19th St. West
- Yellowstone Country Club, 3200 Paul Allen Way

**KARAOKE**

**Red Door Lounge**  
**46 years in business**  
 2875 Grand Ave.  
 (406) 259-6419  
 thereddoorlounge.com



**Finalists**

- The Crystal Lounge & Bar, 101 N. 28th St.
- Play Inn Restaurant and Casino, 1432 Main St.

**LIVE ENTERTAINMENT**

**Pub Station**  
**7 years in business**  
 2502 First Ave. North  
 (406) 894-2020  
 thepubstation.com

**Finalists**

- Alberta Bair Theater, 2801 3rd Ave. N
- St. John's Summer Concert Series, 3940 Rimrock Rd.



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**We don't campaign for your Readers Choice vote, so we're always happily surprised when we win.**

**It must be the ice cream!**



We've been giving our customers free ice cream in the summer for many years, and we know they like it because they talk about it so much. But we know there are other things our customers like also...

- They like to be treated with respect and dignity. We say we are "Ladies and Gentlemen serving Ladies and Gentlemen" and we want every customer, when they leave our store, to leave feeling they had been treated honestly and honorably.
- They like us to have their favorite brand of motor oil. That is why you see *125 different oils* available in each of our stores. Oil companies don't like that, but we explained that we don't work for oil companies; we work for our customers.
- They do not like us to "hawk" things on them. Throughout the history of the lube center industry the biggest complaint that people have had is the tendency of companies – usually in big cities – to try to sell them extra services that they often don't even need. We don't do that. We recommend, we remind, we offer, but we never sell. We judge our success by *how soon you come back*, not by how much you buy.

Providing our customers what they want does not happen by accident. We work hard at it, and we *train hard also*. We take this award as a sign that we are doing a pretty good job!



**THANK YOU BILLINGS AND LAUREL!  
WE FEEL HONORED BY THE OPPORTUNITY  
TO SERVE YOU!**

