

Winners' Guide



Your Guide to more than 140 of the BEST local businesses, services, things to do and people in Billings. Voted on by you!





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Steve Loveless, CEO

A handwritten signature in black ink.

Michael Skehan, COO



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BILLINGS GAZETTE
COMMUNICATIONS

Readers' Choice is a special advertising section of
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All category winners are listed in the blue boxes
throughout this section.

READERS' CHOICE

To the WINNERS, FAVORITES, VOTERS AND READERS

By **CHARITY DEWING**

2020 came in with a lot of uncertainty for many locally owned businesses in the Magic City, Montana and our region that were affected by COVID-19, the impending lockdown and reopening phases. The remarkable and inspirational reaction from the businesses and professionals demonstrated incredible perseverance, compassion, community loyalty, and unity. Following the protocols was not easy, but it was done for the sake of everyone in Billings – both business-wise and for community well-being.

Readers' Choice is a representation of that community unity. This year, the categories, nominations, winners, and publication are bigger than ever. The Billings Gazette received as many as 21,000 participants and as many as 332,000 votes cast throughout the whole Readers' Choice campaign.

Even more inspiring than each of the winner's tenacity to stay afloat was their worry and aid to keep our community thriving and safe. Time and again, the very deserving winners and finalists showed persistence to keep doors open and serve the community, all the while looking after their fellow neighbor.

I am not only proud of the amazing winners in this year's Readers' Choice, I am honored to live in a community that works hard to take care of one another and demonstrate such incredible grit.

Congratulations to the Readers' Choice winners and thank you for your devotion, service, and love for our great state and Billings.



CASEY PAGE, Gazette Staff

Skypoint in downtown Billings.

WINNER'S PLAQUE

Look for the official 2020 Readers' Choice plaque in the winner's locations listed in this publication. If you are a winner and would like more information on receiving the official plaque, please call (406) 657-1340.



★ EATING & DRINKING ★

ALL-AROUND RESTAURANT

Montana's Rib & Chop House, 14 years in business

1849 Majestic Lane
(406) 839-9200
ribandchophouse.com

Favorites

Montana Brewing Company, 113 N. 28th St.
Stacked - A Montana Grill, 106 N. 28th St.



BAKERY

Stella's Kitchen and Bakery, 35 years in business

2511 1st Ave. N.
(406) 248-3060
stellaskitchenandbakery.com

The famed downtown bakery known for its incredible display case full of scrumptious homemade desserts, cookies, bars and pastries – along with the mouthwatering pie, coffee cake, and cinnamon rolls selection has once again earned Stella's Kitchen and Bakery the win for best bakery in Billings.

What makes you stand out from the competition?

Homemade comfort food at great pricing.

What brings customers back to your business?

Service, quality, and consistency of food.

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

We do onsite and offsite catering.

What makes your business a good place to work?

Ownership really cares about their employees and want to see them grow – either with us or with other people.

What can customers expect when they walk through your doors?

Great service, great comfort food from people who want you coming back time and time again.

What are you most proud of?

We have been consistent year over year be it best breakfast in Billings or best bakery.

What's your secret to good customer service?

Treat people like I want to be treated.

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

We believe in giving a second chance – we work with both Passages and Alternatives. We support Help for Homeless Pets, MRM, Family Services, etc.

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

You build trust two ways: 1. Being consistent 2. Treating customers and employees like you want to be treated.

What makes your event (or attraction) popular?

We have been doing it for over 35 years.

Favorites

Caramel Cookie Waffle, 1707 17th St. W.
Harper & Madison, 3115 10th Ave. N.

BARBEQUE

Blue's BBQ, 25 years in business

523 Hilltop Road
(406) 245-2583
bluesbbqbillings.com

There are certain kinds of cuisine that require the best to truly satisfy a craving – and when it comes to ribs, the Best of the Best is the only way to go. For as many as 16 years, Blue's BBQ has provided the Magic City with mouthwatering, fall-off-the bone ribs that simply cannot be beat – and readers agree as Blue's BBQ takes the win for best ribs in Billings.

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

It means that all of our hard work is noticed by our customers and the community and we are so grateful.

What are you most proud of?

It has not been an easy year for anyone. We are most proud of our employees. As

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EATING & DRINKING



essential workers, our employees not only kept working, they did it with professionalism and positivity. There have been many changes over the past seven months and our employees have adapted and worked hard to help keep our customers and themselves safe. We are so very thankful for our employees and want them to know how much we appreciate them.

What's your secret to good customer service?

We treat all of our customers like our family. We strive to offer the very best quality food and keep the prices as low as possible. We love our customers and we hope it shows.

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

We sponsor many school activities, give gift certificates for fundraisers all throughout Billings and donate food and meals to many groups.

What makes your business popular with families?

We make mealtime easy. You can call ahead and order one of our family packs or crew packs ready for pick up. We keep our prices as low as possible so that it is afford-

able for growing families. Even the pickiest young eaters like Blue's BBQ.

Favorites

Blue Line BBQ, 613 S 72nd St. W.
I'm Cravin' Bar-B-Que Food Truck



BREAKFAST

The Sassy Biscuit Co.,
2 years in business

115 N. 29th St.
(406) 200-7530
thesassybiscuit.com

Jilan Hall-Johnson, owner of *The Sassy Biscuit*, changed the game and raised the bar when she opened her restaurant. Brunch has a new, gourmet, delicious spin.

Made from scratch with quality ingredients creating decadent feasts like *The Cobbler*, a pressed shortcake with warmed blueberries and sweet lemon butter; *The Cluck* with fried chicken breast right on top of shortcakes and apple cider gravy; spooned cakes like *The Southerner* with brown gravy and saged sausage and so much more, *The Sassy Biscuit* will never disappoint.

What makes you stand out from the competition?

We provide a unique dining experience for our guests. We are not a typical breakfast restaurant. Our scratch-made food is approachable yet elevated and focuses on the biscuit.

What brings customers back to your business?

Our great guest service and even better brunch.

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

We are a woman-owned, black-

owned, veteran-owned business.

What makes your business a good place to work?

We understand that if we take care of our staff, they will take care of our guests.

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

All the community support and appreciation. The staff work really hard to provide a quality dining experience and we appreciate that we are appreciated.

What can customers expect when they walk through your doors?

A hip and funky vibe with a homey feel.

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

We are grateful.

What are you most proud of?

I'm most proud of our hard-working employees.

What's your secret to good customer service?

I've learned through personal experience what it takes to provide great guest service. When training we ask our staff what examples they have of both good and bad guest service and how we should differ.



THANKS YOU!

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3839 Grand Ave.
(406) 281-8006



SCOTT WELTER



EATING & DRINKING



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

We donate to various charities and nonprofits in the community.

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

Providing consistency.

What makes your event (or attraction) popular?

We provide a unique dining experience that is not often found in smaller cities.

What makes your business popular with families?

We provide quality food even for our kiddos.

Favorites

Stella's Kitchen & Bakery, 2525 1st Ave. N.
Tippy Cow Café, 279 E. Airport Road

CATERER

Blue Line BBQ, 3 years in business

613 S. 72nd St. West
(406) 396-7820
bluelinebbqmt.com

Sometimes good, old-fashioned comfort food is just what the doctor ordered. Blue Line BBQ not only caters to that mouth-watering desire for delicious barbeque, but actually caters parties and events with top-quality meats and all-natural products that are fresh – and you can taste it. Voted this year's Best Caterer in Billings, the Blue Line BBQ menu offers an array of appetizing entrees like ribs, Carolina-style pulled pork, chicken, turkey legs and even a whole hog. There is also a selection of delectable desserts and sides.

What makes you stand out from the competition?

We use fresh, never frozen proteins and our pits are 100% wood fired.

What brings customers back to your business?

Our product and customer service.

What makes your business a good place to work?

We care.

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

It's really an honor to be recognized in a group of outstanding caterers.

What are you most proud of?

How hard the crew works to deliver su-

perior meals for our clients.

What's your secret to good customer service?

Be sincere and over deliver.

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

Besides donations to various fundraisers, our annual Blueline love Billings has benefitted several charitable organizations.

Favorites

Tiny's Tavern, 323 N. 24th St.
Stacked | A Montana Grill, 106 N Broadway

CHEESEBURGER/ HAMBURGER

The Burger Dive, 10 years in business

114 North 27th Street
(406) 281-8292
theburgerdive.com

Favorites

MOOYAH Burgers, Fries & Shakes,
2695 King Ave. W. Ste D
Stacked | A Montana Grill, 106 N. 28th St.

CHINESE FOOD

Grand Garden Chinese Cuisine, 13 years in business

3839 Grand Ave
(406) 656-9898
grandgarden.us

It's all about great food and friendly service in a relaxed setting at Grand Garden Chinese Cuisine. Spring rolls, sweet and sour pork, fried shrimp, sizzling rice soup, curry chicken, kung pao veggies, sweet and sour tofu, and pot stickers are just some of the mouthwatering selections from the large menu that offers meat and meatless options. Delicious, quality food at an affordable price with a reputation for outstanding customer service has earned Grand Garden Chinese Cuisine the win for best Chinese Food in Billings.

Thank you for voting us

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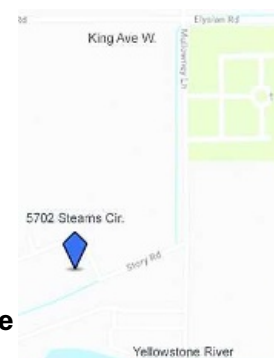
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Glendive, MT

1716 Crisafulli Drive





EATING & DRINKING



What makes you stand out from the competition?

A small family-owned restaurant with a supportive team, that provides our community with consistent quality cuisine. Who would not want good food and friendly service?

What brings customers back to your business?

We take pride in the consistency and quality of our food. And our friendly, personable team who takes pride in serving our community.

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

We recently expanded our dining room by adding a 30+ person banquet room. Perfect for business meetings and special occasions, just in time for COVID-19. We look forward to your reservation in the near future.

What makes your business a good place to work?

We have a small dedicated team of employees who have become part of our family.

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

We are members of this community and feel it is one of the best places to live and raise a family.

What can customers expect when they walk through your doors?

Friendly staff is the first thing you will see. Even with COVID masks on you can see the smiles on our faces.

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

It means a lot that the public has chosen us. Words cannot describe how great it feels to have all of our hard work and dedication recognized by the community.

What are you most proud of?

Good food.

What's your secret to good customer service?

Friendly smiles.

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

By consistently providing good, quality food.

What makes your business popular with families?

We offer large catering size to-go orders. We also have hosted many birthday parties and other family get-togethers in out banquet room.

Favorites

Wild Ginger, 2713 Montana Ave.
Asian Sea Grill, 1911 King Ave. W.



COFFEE SHOP

City Brew,
22 years in business

Various locations
(406) 294-4620
citybrew.com

"City Brew has been serving Billings for 22 years – and to have been voted Best of the Best for 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," said Brittanny 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.

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 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. 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.

Favorites

Classy N' Sassy Coffee, 1508 Main St.
Mountain Mudd Espresso, various locations

DOUGHNUTS

Heiko's Bakery,
newly opened

3429 Central Ave Ste. C
2401 2nd Ave. N.
(406) 839-9012

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

What makes you stand out from the competition?

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

What brings customers back to your business?

Friendly customer service, fresh daily products, fast service.

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

All of our recipes have been handed down from previous generations within the family.

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

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

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

best customer service.

What are you most proud of?

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

What's your secret to good customer service?

Service with a smile and great attitudes.

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

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

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

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

What makes your event (or attraction) popular?

Fresh, daily product and great customer service.

What makes your business popular with families?

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

Favorites

Krispy Kreme, 2520 Central Ave.
Reese & Ray's IGA, 205 S 1st Ave., Laurel

FAMILY DINER
Montana's Rib & Chop House,
14 years in business

1849 Majestic Lane
(406) 839-9200
ribandchophouse.com

Favorites

Texas Roadhouse, 1824 King Ave. W.
The Montana Club Restaurant,
1791 Majestic Lane

FOOD TRUCK

Montana Melt,
4 years in business

(406) 697-2107

Favorites

I'm Cravin' Bar-B-Que
Khantaly's Eggrolls

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Bonnie Dedmore, Agent
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Billings, MT 59105
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Friez Insurance Agency, Inc.
Tim Friez, Agent
513 Hilltop Road
Billings, MT 59105
Bus: 406-248-2507



Randy Glover, Agent
801 15th Street W
Billings, MT 59102
Bus: 406-248-1104



Victoria Hayes, Agent
3133 Central Avenue
Billings, MT 59102
Bus: 406-656-6405



Michele Herres, Agent
216 S Central Avenue Suite B
Sidney, MT 59270
Bus: 406-488-2400



Kari Jones Ins Agcy Inc
Kari Jones, Agent
895 Main Street
Billings, MT 59105
Bus: 406-248-6556



Jeff Keil Ins Agcy Inc
Jeff Keil, Agent
935 Grand Avenue
Billings, MT 59102
Bus: 406-245-6381



Diana Larson Ins Agcy Inc
Diana Larson, Agent
3202 Henesta Drive
Billings, MT 59102
Bus: 406-656-4764



Don Lillis, Agent
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Billings, MT 59102
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Billings, MT 59101
Bus: 406-294-5310

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State Farm Florida Insurance Company
Winter Haven, FL

2001736





EATING & DRINKING



FRESH MEAT/SEAFOOD (GROCER)

Billings Seafood Guys, 2 years in business

3201 Hesper Rd. Unit 1
(406) 534-2778
billingsseafoodguys.com

The team at Billings Seafood Guys is all about providing fresh, quality seafood to Billings residents. Yet, it is their undeniable joy and authentic excitement to share their expertise on where the seafood comes from, how to prepare it and everything in between that makes them popular with customers. It is that true joy that has created a connection with them and their clients – and subsequently why they were voted Best of the Best in the Fresh Meat and Seafood category.

What makes you stand out from the competition?

Our desire to teach and help our customers. So many people are intimidated by cooking seafood and we hope to change that by providing amazing answers, cooking videos, on-

line cooking courses, and anything the customer needs to enjoy Wild Caught Seafood.

What brings customers back to your business?

Amazing seafood and a team who is willing to do anything to help our customers.

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

We also have a Nationwide Seafood Subscription box business called Wild Alaskan Seafood box.

What makes your business a good place to work?

Passion and love for our customers and that they allow us to be in business here in Billings.

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

The support – local support here in Billings is amazing, all the way from customers to other local business owners.

What can customers expect when they walk through your doors?

To be greeted warmly and to be ready to learn all about Wild Caught Seafood.

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

Unbelievable, knowing customers voted for us and made this happen we are speech-

less. Now we want to do more to keep creating an incredible experience for our customers.

What are you most proud of?

Our customers and our team. Helping people learn more about seafood.

What's your secret to good customer service?

Treat our customers the way we want to be treated as customers. Help wherever you can.

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

Donations, sponsorships, hosting events at our Billings Retail location.

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

Listen and help however we can, and always willing to teach. Giving our years of experience in the Alaskan Seafood Industry back to our customers.

What makes your event (or attraction) popular?

Our focus on Wild Caught and Wild Alaskan, working directly with fisherman on many of our seafood items, and teaching customers how to cook and enjoy seafood.

What makes your business popular with families?

Our willingness to help, teach, and make

our services as easy and convenient as possible.

Favorites

Ranch House Meat Co., 3203 Henesta Dr.

Poly Food Basket, 2648 Poly Dr.



FRIED CHICKEN

Tiny's Tavern, 37 years in business

323 North 24th St.
(406) 259-0828
tinystavern.com

Favorites

Pizza Ranch, 2505 King Ave. W.,
1327 Main St., Ste. 6

Albertsons, various locations

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





EATING & DRINKING



FROZEN YOGURT SHOP

**Spinners,
8 years in business**

3031 Grand Ave
(406) 969-4750

Favorites

Billings Best Yogurt,
1001 Shiloh Crossing Blvd, Ste 5
U-Do Yogurt, 27 Shiloh Rd Ste 5

ICE CREAM

**Big Dipper Ice Cream,
5 years in business**

100 N. Broadway
(406) 534-2350
bigdippericecream.com

Favorites

Wilcoxson's Ice Cream Co., 114 N 19th St.

**Candy Town USA,
820 Shiloh Crossing Blvd Ste 1
(406) 651-9196**

What makes you stand out from the competition?

Our new interactive kitchen that allows every customer to sample our delicious treats such as gourmet popcorn, caramel apples, fudge, and cotton candy while they shop.

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

That we make all of our gourmet caramel apples, gourmet popcorn, gourmet chocolates and confections, and cotton candy in the store alongside our old-fashioned soda fountain. We also have over 1000 types of candy.

What can customers expect when they walk through your doors?

An amazingly sweet aroma of our home-made goodies, fast and friendly service, and a trip down memory lane.

INTERNATIONAL FOOD

**Oktoberfest Imbiss,
5 years in business**

Food truck
(406) 894-2337

Favorites

Athenian, 18 N. 29th St.
Siam Thai Restaurant, 3210 Henesta Dr. Ste G

ITALIAN FOOD

**Ciao Mambo,
10 years in business**

2301 Montana Ave.
(406) 325-5100
ciamambo.com

Favorites

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

JAPANESE FOOD

**Wild Ginger,
10 years in business**

2713 Montana Ave
(406) 252-4486
wildgingermt.com

Favorites

UMI Japanese Steakhouse & Sushi Bar,
1603 Grand Ave. Ste 105
Nara, 3 Custer Ave.



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



EATING & DRINKING



MEXICAN FOOD

Guadalajara Mexican Restaurant, 25 years in business

17 N. 29th
1213 Grand Ave
1403 Main St Heights
(406) 652-5156
Guadsm.com

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

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

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

Everything. Seriously. Who can get through a pandemic without the help of your community? It is overwhelming, the support. Businesses, clinics, hospitals, and so many people. That allowed us to keep our business going and we could not have done it without their support.

What can customers expect when they walk through your doors?

To be greeted and escorted to your table to

enjoy chips and salsa to start before you order.

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

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

What are you most proud of?

Still being up and running after a pandemic.

What's your secret to good customer service?

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

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

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

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

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

What makes your event (or attraction) popular?

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

What makes your business popular with families?

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

Favorites

Sarah's Mexican Food, 310 N. 29th St.
Fiesta Mexicana, 3042 King Ave. W.

MICRO-BREWERY

Canyon Creek Brewing, 7 years in business

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

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

What makes you stand out from the competition?

We are the first ones to build a brew-



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bstagedmontana@gmail.com
(406) 860-3657



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



Best Mexican Restaurant in Billings



LOCATIONS

DOWNTOWN - 17 North 29th St.	259-8930
HEIGHTS - 1403 Main St.	245-2151
GRAND - 1213 Grand Ave.	652-5156
HAVRE - 335 1st St.	265-1852

CONTACT ANY LOCATION FOR CATERING NEEDS

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Order online: guadsm.com
Need Catering? Call 927-9068



EATING & DRINKING



ery from the ground up on the West End of Billings – and we make a good product that keeps them coming back for more.

All the breweries in this area make great beers and we should all be proud of this.

What makes your business a good place to work?

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

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

The people that come here to enjoy great beers.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

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

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

What makes your event (or attraction) popular?

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

Favorites

Angry Hank's Microbrewery,
20 N. 30th St.
Uberbrew, 2305 Montana Ave.

PIZZA

Carbone's Pizzeria & Pub, 8 years in business

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

Arguably, pizza is a favorite food across America and Europe – and good pizza makes or breaks the craving for gooey mozzarella cheese, marinara and delicious dough. Carbone's Pizzeria & Pub is just the ticket for fresh ingredients and quality recipes. Taking the win for best pizza pie in Billings isn't just about ingredients, it's about a great team working together to create an outstanding dining experience.

What makes you stand out from the competition?

Carbone's stands out because of the pizza. We use quality ingredients made fresh daily.

What brings customers back to your business?

The friendly and welcoming staff creates a "Cheers" like atmosphere, where everyone knows your name.

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

Carbone's uses proprietary recipes from the original Carbone's in Minnesota created well over 50 years ago. We get our cheeses shipped in from Wisconsin, and our sausage in from Minnesota.

What makes your business a good place to work?

Even in the midst of some of our craziest nights, we maintain a chill and efficient tempo for a smooth-running kitchen and bar.

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

Without a doubt we have the very best loyal customers an establishment could ask for.

What can customers expect when they walk through your doors?

To see a familiar face, greetings from friends and neighbors, and a great meal.

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

I am grateful for a staff that makes it possible to deliver a product and service that the community loves and keeps coming back for, they are the best of the best.

What are you most proud of?

The hard work we all put in to make Carbone's what it is today from where we started 8 years ago.

What's your secret to good customer service?

The customer is always right, no matter what. We strive to make good on our mistakes because they are in-

evitable, but we will always do what's right for the customer when given the opportunity.

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

We have a soft heart, and when it comes to helping out the community we try and do as much as we can. A good local cause is always a priority. Schools, local fundraisers, and personal outreach have really become our specialty.

What makes your business popular with families?

Our full menu offers kids meal selections, including our popular pizza fries, that make family dining much more enjoyable.

Favorites

Village Inn Pizza Parlor, 2048 Grand Ave.
MacKenzie River Pizza Co.,
3025 Grand Ave., 405 Main St.

PLACE FOR LUNCH

Montana Brewing Company, 26 years in business

113 North Broadway
(406) 860-8056
montanabrewingcompany.com

Favorites

The Burger Dive, 114 N. 27th St.
Caramel Cookie Waffles Co.,
1707 17th St. W.

PLACE FOR A ROMANTIC DINNER

Bistro Enzo, 22 years in business

1502 Rehberg
(406) 651-0999
bistroenzobillings.com

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

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City Towing Crew



1207 S. 32nd St. W • (406) 259-2121



community for many years to come,” said owner Tyler Samson.

What makes you stand out from the competition?

The number one thing we focus on in our business model is hospitality. I am a big believer that our guests remember more than anything how they felt while at our restaurant. We want to customize each and every dining experience for our guests. Our culinary team procures the freshest ingredients possible, from produce, to the land or sea and focuses on precise execution when plating each and every dish. Pairing unmatched hospitality with amazing food is our winning combination. Seeing people connect over food and wine is a beautiful thing.

“People will forget what you said. They will forget what you did. But they will never forget how you made them feel.” - Maya Angelou

What brings customers back to your business?

Doing something unique is always going to attract new guests, but to bring them back continuously with all of the competition to choose from we make sure our food and service is always impeccable. We are very blessed to have a great number of loyal guests who frequent our restaurant every week. We focus on creating long-lasting relationships.

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

A very welcoming environment. The first thing you see is our open kitchen with our culinary team preparing all the dishes. You will always be greeted by the culinary staff as well as our hosts and managers, and don't forget to check out the amazing art by local artist, Kira Fercho.

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. There are some great restaurants in Billings, and we are so grateful for this honor continuously the last few years.

What are you most proud of?

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

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

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

What makes your business popular with families?

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

Favorites

Buffalo Block Prime Steakhouse,
2401 Montana Ave.

Juliano's Restaurant, 2912 7th Ave. N.

RIBS

Blue's BBQ, 25 years in business

523 Hilltop Road
(406) 245-2583
bluesbbqbillings.com

There are certain kinds of cuisine that require the best to truly satisfy a craving – and when it comes to ribs, the Best of the Best is the only way to go. For as many as 16 years, Blue's BBQ has provided the Magic City with mouth-watering, fall-off-the bone ribs that simply cannot be beat – and reader's agree as Blue's BBQ takes the win for best ribs in Billings.

What makes you stand out from the competition?

Our number one goal is to please our customers who we have had the pleasure of serving in Billings for over 16 years. We strive every day to put a smile on our customer's faces. We have a passion for our business. We value our customers and employees.

What brings customers back to your business?

Great food, great service, reasonable prices and even though we are all wearing masks hopefully our customers can see our smiling faces.

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

Our business is named after the beautiful Bighorn Mountains in Wyoming.

What makes your business a good place to work?

We value our employees and acknowledge that we would not be where we are today without having the best employees in Billings.

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

The people. We have been blessed to be a part of graduations, weddings, baby showers, retirement parties, open houses, family reunions and of course family dinners. We love the Billings community – they are generous, innovative, diverse, and strong. They have supported our business for over 16 years, and we are so thankful for all of them.

What can customers expect when they walk through your doors?

The best smell that welcomes them the minute they pull into the parking lot.

Favorites

Famous Dave's, 2883 King Ave. W.
CJ's Bar & Grill, 2455 Central Ave. Ste 2

SEAFOOD

The Windmill/BAR51, 14 years in business

3429 Transtech Way
(406) 252-8100
windmillbar51.com

Favorites

Edgar Bar, 105 Elwell St., Edgar
Bistro Enzo, 1502 Rehberg Lane



STEAK

Edgar Bar, 4 years in business

105 Elwell Dr., Edgar
(406) 962-3091
edgarbarmt.com

Edgar Bar is a destination, Montana steakhouse. In a state that you must drive an hour to get anywhere, no drive is too far to get to the Edgar Bar. The bar serves local beef from the Oswald Family Farm and serve scratch food in a town of 100 people. While open for about 4 1/2 years, the owners say it has been around since the 1950s.

What brings customers back to your business?

The legendary food – scratch kitchen, local beef, fresh, never frozen products.

Ambiance – located in beautiful, Clark's Fork Valley, in rustic Edgar (population 100), in an iconic old Montana bar – doesn't get better than that.

Hospitality – best service and friendliest team you will ever encounter. Our staff is not here just to serve you, we want to create the best experience a guest can get. Once a guest, always a friend.

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

The Edgar Bar has been in business in some form or fashion for over 75 years. We continually expand and update to provide the best dining/entertainment experience in Montana.

What makes your business a good place to work?

We aren't corporate. We foster a family atmosphere. Our employees are not just staff, they are friends and family. We all work together to provide the best experience possible.

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

The friendships and love. Kim and I have been fortunate enough to be welcomed into this wonderful, caring community. We have employed kids from Bridger, Fromberg, Roberts, Joliet and Laurel. They become family. Truly special relationships.

What can customers expect when they walk through your doors?

A smile, a cool vibe, legendary steaks, and jumbo shrimp.

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

Kim and I have never looked for accolades. But, to do the work and see the appreciation is truly gratifying. It would not be possible without our team and community. And I would be remiss to say it would not have been possible without the faith of two special people, Shane and Gina Colton, who believed in our vision.

What are you most proud of?

The work. The commitment. The passion. The team.

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

We are part of the community. These are our friends and family. With the part-

★ EATING & DRINKING ★

nership of U.S. Foods, our primary distributor, we have teamed up to provide staff, food, and service to several wonderful local benefits. This is our home.

What makes your event (or attraction) popular?

It is the destination steakhouse. Come out, relax, dine, forget your cares, and enjoy what Montana can offer.

Favorites

Montana Rib and Chop House,
1849 Majestic Lane
Jake's Downtown, 2701 1st Ave. N.



SUB SANDWICH

TopZ Sandwich Company, 5 years in business

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

"We serve the best deli ingredients available in the state," said Tucker Veltkamp, owner of TopZ Sandwich Company.

Friendly and fast service combine with high-end meat quality, fresh cheeses, and crisp veggies are just some of the reasons TopZ Sandwich Company took the win for best sub sandwich. Add the mouthwatering white cheddar queso with the garlic house chips that come with every sandwich for a scrumptious meal perfect for lunch or dinner.

"Our drive thru at our west-end store is also something that sets us apart and as we grow into the heights next year we will be running with the drive-thru model," said Veltkamp.

Delivery, dine in, takeout, and catering – TopZ Sandwich Company is there with fresh, flavorful food that will never disappoint.

What brings customers back to your business?

Great food, quality customer service, and community involvement.

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

We are a local brand founded and created in Billings, with aspirations and a business plan to grow across the country.

What makes your business a good place to work?

We have a great culture and can offer anyone the opportunity to grow with the company as we expand. We are hoping to double our employee count every year and offer new higher paying jobs as we become a large company. We will definitely have staff members that come in for an entry level job that work their way into some awesome positions, as they are created, in our company over the next 5-10 years.

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

I think Billings is an amazing place to start and grow a brand. The community is extremely supportive, and the smaller population allows a business to be closely connected with their customer base.

What can customers expect when they walk through your doors?

Great food, quality customer service, and an enjoyable environment.

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

Being voted Best in Billings is humbling and something we believed since we opened in Nov. 2015. I started this business to be better than an average sandwich shop and we worked hard to ensure that every ingredient sourced is the best available.

What are you most proud of?

I am proud of my beautiful family. My wife Danielle, and our kids Vaya and Vander, are the reason I work so hard. They are the support system that allows me to go out and build a large business. Entrepreneurship is an emotional roller coaster that involves some major risk-taking and without my family I would not be where I am today.

What's your secret to good customer service?

Hiring and cultivating happy employees that understand customer experience is the number one factor in building and growing a business.

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

We have partnered with many groups including Billings Exchange Clubs, Rimrock Foundation, Head Start, Copper Ridge Playground, and high school sports teams across the city. Each time we open a new store, we will be partnering with non-profits donating a portion of sales.



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EATING & DRINKING



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

Honesty and authenticity. Every company is going to make mistakes from time to time, we approach every problem with a solution-oriented mindset because we believe our customer base is the single reason for our success.

What makes your event (or attraction) popular?

We serve a high-quality product in with quality customer service and a great atmosphere to enjoy lunch or dinner. We also deliver and cater. We built our delivery business by offering delivery anywhere in Billings except the Billings Heights, which we are planning to open a store in within the year. Our catering business has become extremely popular because we can provide on demand ordering. Customers can submit a large catering order and receive a great lunch for a large group typically within the hour.

What makes your business popular with families?

Our price point is affordable, and our customers trust us to provide a high-quality product. We subscribe to the idea that fast can be fresh and afford-

able. Also, everyone loves our white cheddar queso. My 2-year-old son, Vander eats it almost every day.

Favorites

Pickle Barrel, 3225 Rosebud Dr.

Jersey Mike's Subs

1020 Shiloh Crossing Blvd Ste 2,
315 Main St.
(406) 601-1220

What makes you stand out from the competition?

At Jersey Mike's, we offer a sub above – one that's measured in more than inches or seconds 'til served. We carefully consider every aspect of what we do – every slice, every sandwich, every store, we provide our customers with sustenance and substance too. Here's how we do it:

The Juice – red wine vinegar and an olive oil blend. It is how a Jersey Mike's sub gets its exquisite zing.

Pride in our produce – our produce is grown, packed, and shipped locally (where available), and then handled with the utmost care at our stores.

Cooked in-store roast beef – we trim and cook our roast beefs, USDA choice top rounds, right in the store. Fresh sliced, fresh grilled slicing meats and cheeses right in front of you is not only the tastiest way to make a sub sandwich – it is the only authentic way.

Serving oven-fresh bread – daily authentic Jersey bread is the foundation of a sub above.

SUSHI

NaRa Restaurant, 24 years in business

3 Custer Ave.
(406) 245-8866
narabillings.com

Favorites

Fancy Sushi Asian Fusion,
1313 Grand Ave. Ste 3
Wild Ginger, 2713 Montana Ave.

THAI FOOD

Siam Thai Restaurant, 19 years in business

3210 Henesta Dr Suite G
(406) 652-4315
siamthaibillings.com

Favorites

Lemongrass Thai Restaurant,
2695 King Ave. W.
Imperial Thai Cuisine, 216 N. 28th St.

WINGS

Tiny's Tavern, 37 years in business

323 North 24th St.
(406) 259-0828
tinystavern.com

Favorites

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



HEALTH & BEAUTY



BARBER SHOP

Rebels & Razors Barber Club, 4 years in business

118 N. 28th St
(406) 200-7320
Rebelsandrazors.com

Taking two Reader's Choice wins this year: best barber shop and owner/master barber Samantha Waller for best barber, Rebels and Razors Barber Club proves customer service and quality work go hand-in-hand.

Located in the heart of downtown Billings, the shop offers a unique experience – a traditional barbershop with new age feel. The team specializes in anything and just about everything that deals with men's grooming to fit every client's needs.

Waller says first time clients often become return clients – and it's not just the incredibly talented barbers – it's how they treat each client, both new and loyal. If clients feel like they belong, they come back – and it doesn't hurt that they leave looking

amazing.

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

Samantha and Addy have barbering in their blood. They are both generation barbers.

What makes your business a good place to work?

Everyone has a genuine care for one another and become family. We work hard and celebrate milestones together.

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

The way our clients pulled together to help us out as a community when the pandemic hit was truly amazing.

What can customers expect when they walk through your doors?

To be treated like family.

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

It means the world to us, without the love from our clients and the community we would not be able to continue the dream.

What are you most proud of?

We are exceptionally proud of how far our shop has come. From a tiny two-chair

shop to an eight-chair shop. The continuous flow of clientele has been unbelievable.

What's your secret to good customer service?

Treating everyone like family and expressing a genuine care for others.

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

We donate to a plethora of local businesses along with volunteering our services.

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

Treating every client with respect and fair pricing.

What makes your event (or attraction) popular?

The services and experiences.

What makes your business popular with families?

It's a whole vibe and experience when generations of men come in for haircuts and shaves.

Favorites

Austin's Barber Shop, 2225 Main St.
Billings Best Barbers, 2918 1st Ave. N.

CHIROPRACTIC PRACTICE

Meier Family Chiropractic, 14 years in business

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

The husband and wife team at Meier Chiropractic listen – really listen – to their patients. Kimberly and Jeff Meier approach their client's needs (and pain) with compassion and do what they can to help enhance client's lives and find solutions.

What brings customers back to your business?

A customer does not remember what you say but remembers how you make them feel. We strive to make our patients feel welcome, cared for, and leave our office feeling better than when they first arrived.

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

We have two locations. Our west end clinic has been open 14 years. We just cel-



HEALTH & BEAUTY



celebrated our second year at the new downtown location on 2nd Ave N. Brand new news: We are open on Saturdays starting in October.

What makes your business a good place to work?

We have the most caring and capable team. We all take care of each other so we can offer our best to each patient that walks through the door.

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

Billings is a very supportive community for small business. We felt incredible encouragement when we first opened in 2006 and even more when we expanded downtown. The Downtown Alliance has done such a great job with the revitalization and we are very proud and happy to be a part of the growth and changes downtown.

Favorites

Aguayo Chiropractic & Wellness,
2212 Broadwater Ave Ste D,
Picard Chiropractic Clinic,
1690 Rimrock Road Suite G

DAY SPA Sanctuary, 22 years in business

1504 24th St W
(406) 655-1701
sanctuaryspaandsalon.com

Favorites

Plush Skincare Studio,
2528 Grand Ave.
STRIP Waxing Salon,
1001 Shiloh Crossing Blvd Ste 2

DENTAL PRACTICE Brewer Dental Center, 37 years in business

2900 Central Ave.
710 Main Street
(406) 656-6100
brewerdentalcenter.com

When you ask most people how they feel about going to the dentist, the answers are usually filled with anxiety, discomfort, and financial fears. Brewer Dental Center provides quality work, financial assistance, same-day appointments and treatments to ease all patient worries.

What brings customers back to your business?

The excellent patient experience we provide.

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

We offer a full-service comfort menu to all patients to make their visit as stress free as possible.

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

We're honored to be voted Best of the Best for nine years in a row.

What's your secret to good customer service?

We put the patient first and want to provide them with the best experience possible.

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

We are proud to have Dentistry from the Heart every year in February. We are able to

help hundreds of people within our community by providing dental care at no cost. In addition, we often support local school sporting teams along with different fundraisers and events around the community.

What makes your business popular with families?

We can treat all family members during one visit with multiple convenient locations.

Favorites

Rimrock Pediatric Dentistry,
1601 Zimmerman Trl Ste 1
Winterholler Dentistry & Implant Surgery,
3737 Grand Ave.

EYE CLINIC

Bauer & Clausen Optometry, 12 years in business

100 Brookshire Blvd Ste 2
(406) 656-8886
billingseyedocs.com

The team at Bauer & Clausen Optometry says excellent patient care does not happen by accident, it happens by appointment.



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HEALTH & BEAUTY



Their commitment to high-quality care and products has earned Bauer & Clausen Optometry three Readers' Choice wins this year for best eye clinic, best optical store, and best optometrist.

The team at Bauer & Clausen Optometry carefully listens to each client and ensures all questions are answered to help patients feel confident in their eye care health and future.

With four doctors on staff, it's easy to get in for anything from a red eye visit to a comprehensive eye exam or anything in between. Patient care, comfort and satisfaction is the top priority, and it shows.

What makes your business a good place to work?

At Bauer & Clausen Optometry, we are proud to focus on culture, growth and development. Each year we invest in team and individual training so that we can continue to offer the highest quality patient care using the latest vision technology.

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

We love Billings and proudly support the Better Off In Billings campaign with the Big Sky EDA and Chamber of Commerce. We find it a perfect place to raise our children and enjoy a quality of life not found in many

other places. This community makes our work possible. We are grateful beyond measure and proud to serve patients in Billings and surrounding communities.

What makes your business popular with families?

We provide high-quality eye care to patients of all ages, from comprehensive eye exams, preparation and follow up to a variety of eye surgeries, red eye visits and more. We also have a full-service eyewear gallery with frames and lenses to fit any size or task, contact lenses and glasses repair or adjustments as needed.

Favorites

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

FITNESS CENTER

Fit 406 Bootcamp, 1 year in business

2135 Grand Ave. Suite B
(406) 894-2034
Fit406bootcamp.com

You aren't just a number, here. Unlike a box gym or a large corporate gym, Fit 406 Bootcamp treats each client with special attention – they know your name and establish personal relationships.

Open to all fitness levels, the staff meets every individual where they are in their personal fitness journey. Boot camp is a 45-minute full body workout that incorporates cardio, HIIT (high intensity interval training), and weights to build a strong core, strength, and endurance in a high energy group setting. Every day is a different workout that is fun and challenging.

What brings customers back to your business?

Definitely the trainers, the workouts and the welcoming and encouraging atmosphere.

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

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

We offer the Fit 3D scanner. There

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

What makes your business a good place to work?

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

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

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

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HEALTH & BEAUTY



discussions of the closures. Our Billings community is the best.

What can customers expect when they walk through your doors?

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

We have a program that we call Fit 406 Gives Back. Coach Shelley has taken the lead to plan and find charities that Fit 406 Bootcamp can help. We have made sandwiches for the homeless, adopted families at Christmas and worked with Amy and Jason at Liberty and Vine to clean up our city. With COVID, a lot of the charity opportunities have been on hold. Giving back is a great way to get to know our community, meet new people and make an impact.

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

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

What makes your event (or attraction) popular?

Our gym gives personal attention to our members and variety to the

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

What makes your business popular with families?

We try to include the family by putting on challenge events that families can do together. We had our first Trail Challenge in June and it was such a huge success that we are planning a Halloween themed challenge in October.

We encourage a healthy eating plan. We don't believe in a diet that is restrictive and hard to follow or that makes some foods "bad." Eating healthy does not have to be complicated. It's all about learning to prepare healthy meals that everyone can enjoy and live with. We want health and fitness to include the whole family.

Favorites

Billings Family YMCA, 402 N. 32nd St.
Granite Health and Fitness, 3838 Ave. B



HAIR SALON

**Grace Studio,
4 years in business**

1116 Grand Ave #102
(406) 534-6309

Favorites

Mariposa Salon & Lash Lounge,
2105 Central Ave. Ste 200
Salon Avalon, 3210 Henesta Dr Ste C

HEARING AID PROVIDER

**Rehder Balance &
Hearing Clinic,
40 years in business**

1101 N. 27th Street, Suite E
(406) 545-0155
rehderhearing.com

The team at Rehder Balance & Hearing Clinic is committed to bringing patients the newest hearing aid technology available on the market. Providers believe in giving each patient the best experience possible and working with the leading manufacturers, which allows them to assist clients with what is right for them. Team members are not commission-based, which results in a caring atmosphere where the client's hearing health is the only thing that matters.

What makes you stand out from the competition?

We offer a full array of audiological services for hearing and balance, so we can deliver optimal patient care, which is our number one priority.

What makes your business a good place to work?

We understand the importance of a healthy atmosphere for our team. We all have an immense amount of pride in this clinic as well as a level of trust in each other when it comes to what is best for us and our patients.

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

We love that for the last 40 years the name Rehder Hearing has become well known with providing excellent audiological care to the community. We are fortunate to have the trust from physicians and providers in our community to bring the best patient care available.

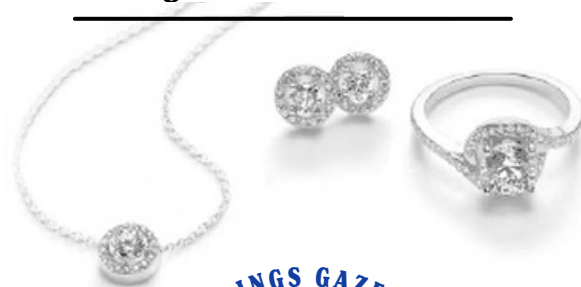
What does it mean to be voted Best of the Best?

We are honored to be voted the best Hearing Aid provider for the fifth consecutive year. We can't thank our patients and our community enough for continuing to put their trust and care in our clinic.

What's your secret to good

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customer service?

You are never a customer at our clinic, you are a patient and a friend. Our relationships with you grow over time as we pride ourselves on our continued follow-up care.

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

Our favorite event that we do every year is our Hearing Aid Holiday Give-away. We give away over \$40,000 in hearing aids and services. This event brings our office so much joy to be able to provide patients in our community with the gift of hearing.

What makes your business popular with families?

We try to leave a lasting impression on everyone that walks through our door. Treating a communication disorder is a family experience. Being able to assist patients of all ages allows us to express the importance of knowing your hearing health at any age and continues to bring patients back.

Favorites

Costco, 2290 King Ave. W.

Big Sky Audiology Clinic,
111 S 24th St. W.
(406) 656-2003

What makes you stand out from the competition?

What makes us stand out from the competition is our willingness to go the extra mile for the patient. Exceptional service. We treat all of our patients like they are part of our family. We are open and honest with everyone. We feel that building relationships is very important.

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

I have been serving the Billings community for 24 years, I recently acquired the business Audiology & Hearing from Gene Bukowski and changed the name to Big Sky Audiology Clinic, LLC. I was fortunate enough to retain Office manager, Tina Craig who has been at this clinic for almost 21 years.

What can customers expect when they walk through your doors?

Friendly, knowledgeable staff who will greet you with a smile and remember your name. People can expect their hearing to be our #1 priority. We realize the patient's time is very valuable, so we try our best to get you taken care of with top notch quality service in a timely manner.

MEDICAL CANNABIS PROVIDER

Seed of Life Labs, 3 years in business

5702 Stearns Circle, Billings
1716 Crisafulli Drive, Glendive
(406) 702-7655
seedoflifelabs.com

Zach Schopp believes knowledge is the key to creating a successful business – especially when it comes to health and wellness.

The staff at Seed of Life Labs receives extensive training to fully understand the inner and outer workings of the products. After training, staff can guide clients, provide advice, and help build regimens. Clients are not approached with a one-size-fits-all methodology. The well-being of each client is handled with attention to find what works best for an overall improved quality of life.

What makes you stand out from the competition?

Our focus on product quality and customer care are the key factors that separate us from the pack. While many companies in our space prioritize quantity, we hone in on the variables that allow our products to reach their full potential. The shopping experience itself is unparalleled, in that our patients and customers know they can expect a great shopping experience when they step into the store, and be greeted with smiling faces who genuinely care for the patient's health, well-being, and the oversight of their needs being met.

What brings customers back to your business?

When customers try our product, they quickly realize the difference in flavor, effect, and overall experience. Coupled with our low prices and relationships our bud-tenders build with the patient, we have developed a loyal, fantastic patient base.

What makes your business a good place to work?

Our team is what makes this all possible. We have built a phenomenal working environment centered around personal relationships and open communication, while striving towards the common goal of producing the highest quality medicine. The SOLL team is a tight-knit group of hard working, caring, passion-driven professionals who care deeply about the plant, the patients, and one another. Personally, I could not be happier with the way our organization has come together in the ups, the downs, and everything in between. This staff is everything in a company, and we would be nowhere near where we are

today without each one of them.

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

I love the Billings community. What stands out most to me is how well our company has been received. When I started this (years ago in my basement), we were the "new guys on the block," and at the time, building a reputation and patient base was incredibly difficult. It was all word-of-mouth advertising. We were up against some serious competition that had resources and infrastructure far more advanced than ours. We had extremely limited resources to bootstrap the company. However, the community members showed up and by letting us earn their business, allowed us to scale to where we are today. I am infinitely grateful for everyone who has ever stepped foot in our stores and promise to repay you all with SOLL's future community involvement.

What can customers expect when they walk through your doors?

In my opinion, far too many retail establishments are what I jokingly refer to as "glorified gas stations." My background in sales taught me the importance of building a personal relationship with the customer. I tell new front-of-house staff in the interviews that we are not in the cannabis industry, we are in the people industry. I also tell them part of their job description is to learn their regular patient's names, learn about their lives, and build a relationship with them not just as their budtender, but as a friend. When one enters our store, they are greeted with a smile, an introduction, and some discovery questions to best meet the patient's needs.

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

It's a culmination of all the hard work, sweat, blood, and tears our team has dedicated to this company. It means we are not only meeting our goals but exceeding them.

What are you most proud of?

I'm most proud of creating this company and assembling this incredible team. When I started, it was a bare bones operation with no employees, a home office, a basement cultivation, and a big dream. Since then, it has transformed to an incredible staff, state of the art facilities, multiple retail locations, and the forward momentum to continue this growth. I'm so incredibly proud of the employees and staff. They have continued to not only meet but exceed expectations.

What's your secret to good customer service?

Personal relationships: we want to get to know you. We want to ensure we are meeting your needs – medically and professionally. We also understand that as a business, like every single other organization, we are

not immune to human error or elements outside of our control. If we have an upset patient, we are ecstatic at the opportunity to make things right. We don't let ego or reputation proceed our customer service. I love the opportunity to settle disputes or unhappy customers because it not only earns us their business, but it allows us a chance to improve our services. Many businesses do not like admitting their faults, but we are as human as the next, and actively look for areas to improve. That is how you become the best of the best.

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

Every year we donate to the animal shelter, or various other organizations. We have collected donations for food banks, Help for Homeless Pets, and actively look forward to more future chances to further enrich our local community.

Favorites

Collective Elevation Billings, 4949 Danford Dr.
MariMint, 6845 Niehenke Ave.



MEDICAL SPA

Central Wellness, 8 years in business

1010 Central Ave. Ste 1
(406) 869-1066
centralwellness.com

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

What makes you stand out from the competition?

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

What brings customers back to your business?

I think it is because they are our friends.



HEALTH & BEAUTY



Our clients are not just people who come and get treatments – we know them, we care about what is going on in their lives, they share the happy and the sad.

We try to help fill their cup, so when they carve out a few minutes to take care of themselves we try to make it count.

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

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

What makes your business a good place to work?

We have a healthy team environment. Everyone genuinely enjoys working with each other, they help when someone gets behind or is feeling a little stressed. They care about what is going on with each other outside the workplace.

We laugh. We celebrate the good and

learn from each other's success and mistakes

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

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

What can customers expect when they walk through your doors?

A big smile and a warm welcome. We are here to help them find the best services to help them age a little slower. To help them feel more confident about themselves.

I think they know we will always be honest in our recommendations. Sometimes telling a client that it is not the right service for them is not easy, but we do if what they are wanting is not the right fit.

What are you most proud of?

I am most proud of the amazing group of women that make up this team. With all that goes on out in the world today – uncertainty, family challenges, the world disliking one another, natural calamities, who knows what will come next. Here we

treat each other with kindness and respect.

This team shows love and kindness to all – no matter their background or cultural diversity. They all have a faith in God and just to do the right thing, no matter the consequence. That is truly what I am most proud of.

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

We enjoy helping in the community and do often – making a difference outside of the office is very important to all of us here at Central Wellness.

I have stressed to our marketing team, any charitable contributions or helping hands that we lend in the community may not be used for our financial gain as a marketing tool. I believe if you blow your own horn it stops being a charitable gift, because you are getting something in return.



NAIL SALON

**Knock Out Beauty,
4 years in business**

926 Main St. Ste 24
(406) 969-3343

Favorites

Tallman Dermatology & Medical Spa,
2294 Grant Road
Montana Medical Aesthetics Clinic,
2664 Grand Ave.

Favorites

Nail-issimo! Salon and Spa,
2215 Broadwater Ave.
Mariposa Salon & Lash Lounge,
2105 Central Ave Ste 200



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HEALTH & BEAUTY



PHARMACY Albertsons Pharmacy

Various locations
(406) 259-1441
albertsons.com

Favorites

CVS Pharmacies, various locations
Juro's Pharmacy Health and Wellness,
2043 Grand Ave.



TANNING SALON Versa TAN, 11 years in business

3210 Henesta Drive
1603 Grand Ave., Suite 110
(406) 656-8267
versatan24.com

The staff at Versa TAN believes the secret to good customer service is show-

ing appreciation to everyone who walks through the door. Showing gratitude and attentiveness to each client lets them know they are special – not just another face or number. The staff aims to let clients know they made the right choice with their tanning needs.

What makes you stand out from the competition?

VersaTAN is Montana's premier 24-hour Tanning Salon. Versa offers the best UV tanning and spray tanning experiences at unbeatable prices.

What brings customers back to your business?

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

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

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

What can customers expect when they walk through your doors?

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

What are you most proud of?

We are so proud to have been featured in an international 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 (or patients, customers)?

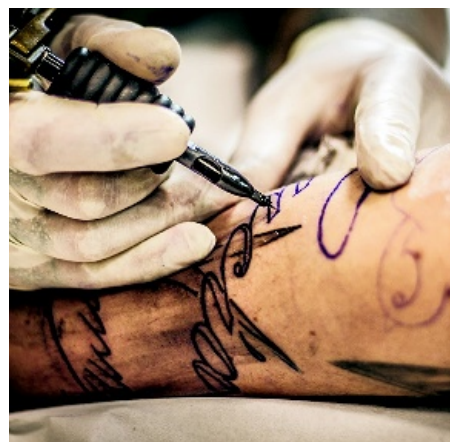
At VersaTAN, we strive to educate our clients on responsible tanning and sunburn prevention. Our "Smart Tan™" certified, friendly staff help you develop customized tanning packages with the variety of beds, booths and products we carry.

What makes your business popular with families?

We offer a Family Membership for two family members of eligible tanning age. For only \$99 a month, receive unlimited tanning, spray tanning, and red-light therapy for two.

Favorites

Sun Haven Tanning, 517 N 24th St. W.,
595 Main Street
Knock Out Beauty, 926 Main St. Ste 24



TATTOO SHOP

Forget Me Not Tattoo, 3 months in business

2059 Broadwater Ave., Ste. B
(406) 702-1784

It is an impressive feat to take a Reader's Choice award when only a few months into opening a new business – and that is exactly what Whitney Donohue, owner of Forget Me Not Tattoo, has done.

The work speaks for itself – that is the largest reason for the popularity and client loyalty. In addition, Donohue says the environment at Forget Me Not Tattoo is relaxing, even comforting – which is ideal when committing to a piece of body art.

"It is intimidating enough getting a tattoo much less getting it in a dark and dreary dungeon. We wanted to create a bright, luxurious, and inviting space for people – while remembering and paying homage to the people that paved a way for us to tattoo, and for you to get tattooed," said Donohue.

What brings customers back to your business?

We strive to give only quality to you. Having the honor of giving you something you'll wear forever, is something we take very seriously. You, the client, is the most important part of this equation. I hope every single person that walks through my front door, feels like royalty and at a high level of importance.

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

We create something one of a kind for the client. Every piece is drawn by hand and created for each individual. We guarantee every tattoo and only get the best, most quality supplies to be able to create your one-of-a-kind artwork.

What makes your business a good place to work?

It's bright and inviting as soon as you walk in. Our staff is friendly and always have smiles on our faces. A good attitude and kind air are extremely important to us. We all respect each other and communicate extremely well. Everything runs like clockwork because of that. Plus, we all get to work for you and give you something you will take with you forever. We enjoy our "jobs" because in our mind, it's the best job anyone could have, and we are lucky enough to get to do it.

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

I've met some pretty amazing people doing what I do. You make friends for life and get to give them a little piece of yourself. Billings people are extremely supportive and are usually always offering endearing words. I would not have been able to start this business without all the support I've received. I'm thankful every day for it.

What can customers expect when they walk through your doors?

They can expect to be treated like the most important person in the room. Throughout the entire procedure they should be extremely comfortable and happy. We want to make it about the client entirely. This is why we've created a luxury tattoo parlor. We are blessed enough to be chosen to give you something this important, you should feel like royalty through the entire process.

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

Humbling.

What are you most proud of?

Building something a lot of peers said I wouldn't or couldn't. Making a future for my family

What's your secret to good customer service?

Actually caring for each individual that comes through the door. Making sure their time spent with us is 100% satisfactory.

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

There are several things that go on behind the scene. I don't feel comfortable giving and bragging about it, so we'll leave it at that. I do appreciate this community more than I can say so every opportunity to give back is welcomed.

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

Listening and communicating. Developing a bond and providing a comfortable environment.



20 YEARS OF BILLINGS' BEST COFFEE



WELCOME TO CITY BREW!

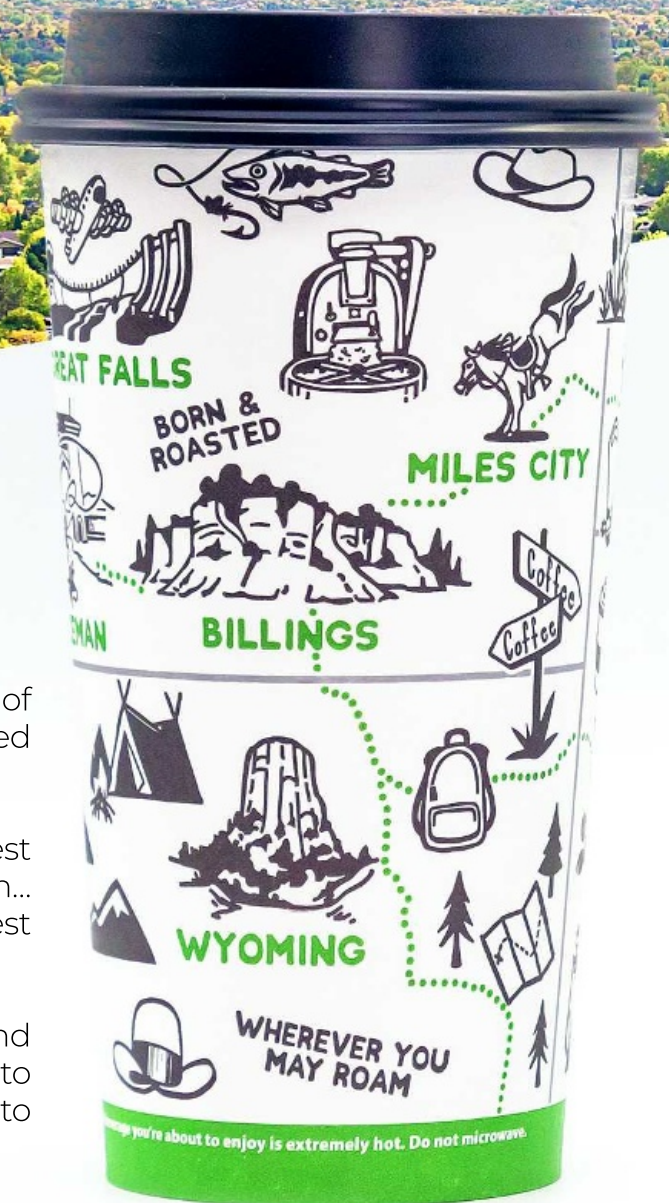
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TAKE CITY BREW WITH YOU, WHEREVER YOU MAY ROAM.





HEALTH & BEAUTY



What makes your event (or attraction) popular?

I think it's because it's not a typical tattoo shop – I have heard that several times. I wanted a space that a teenager can come, bring their dad and grandma and everyone is comfortable. A place where staff and environment are friendly and inviting.

What makes your business popular with families?

Like I said, everyone can feel comfortable and heard here. They are easily able to trust that they'll be 100% satisfied in their time spent at Forget Me Not.

Favorites

Sovereign Tattoo, 2040 Rosebud Dr, # 9
The Living Canvas Custom Tattoo Studio,
1038 Terry Ave.

WEIGHT LOSS CENTER

SCL Health Medical Group - Billings Weight Management, 5 years in business

2900 12th Ave. N. Yellowstone Medical Center
Suite 160 W
(406) 237-4580
svh.org/weightloss

"What makes the SCL Health Medical Group - Billings Weight Management clinic stand out is our approach to care. We provide comprehensive care and focus on the whole person. We partner with behavioral health, physical therapy and primary care to make sure that each patient is successful, not just in the short term but for their entire life," said Melissa Patek of SCL Health Medical Group - Billings Weight Management clinic.

What brings customers back to your business?

What brings customers back to the SCL Health Medical Group - Billings Weight Management clinic is the care and compassion provided by our providers and staff. They treat each patient with respect and dignity.

What makes your business a good place to work?

One of our core values is good humor. We create joyful and welcoming environments.

What can customers expect when they walk through your doors?

Customers can expect to be greeted with a warm smile.

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

It is a tremendous honor, and we value the trust and confidence that our community and patients have in the SCL Health Medical



Group - Billings Weight Management clinic.

What are you most proud of?

What the team is most proud of is fulfilling our mission of revealing and fostering God's healing love by improving the health of the people and communities we serve, especially those who are poor and vulnerable.

What's your secret to good customer service?

While there is no secret to great customer service, we listen and help each patient achieve their goals.

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

We build trust with our clients by establishing transparent and clear communication.

Favorites

Billings Last Diet, 10 Avanta Way Ste 2
Kinesi Coaching Studios, 317 N. 13th St

YOGA STUDIO

Limber Tree Yoga Studio, 8 years in business

27 Shiloh Road Suite 7
(406) 860-9991
limbertreeyogastudio.com

"Limber Tree Yoga is a space that allows for people of all ages and physical abilities to find a way to practice yoga. We offer professional guidance that ensures that everyone who steps foot in our studio will find a way to practice yoga with ease and still find the benefits of their practice. There is no competition, stress, or straining here. There is no 'fitting into a mold' – we make sure that you

are able to find your yoga practice according to your body and mind capabilities," said owner Sharli Kiner.

What brings customers back to your business?

Our gift of making people feel welcome brings people back to Limber Tree. We strive to provide a space that makes every single person who comes through our door feel comfortable. We understand that everyone has to start at the beginning with their practice, and we are there to guide them through their journey.

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

Our years of experience and dedication to yoga have given us the expertise to show you, in a gentle, understanding, and compassionate way, how to discover yoga in a way that is non-judgmental. We strive to make sure that your yoga practice is as vulnerable-free as possible, with the use of kindness, compassion, yoga props, and options.

What makes your business a good place to work?

Our teachers have the ability to teach from their hearts. Yoga is a very personal practice, and we encourage our teachers to come from a place that is very personal when they guide customers through their practice. We encourage authenticity 100% of the time.

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

We have watched yoga grow in the Billings community to such an extent that we now know how important it is for the wellbeing of all of us. Yoga may seem unknown or foreign to our community, but we find so much joy in watching people

discover the benefits of the practice in all ways – mind, body, and spirit.

What can customers expect when they walk through your doors?

An extremely welcoming atmosphere, and a way to discover their own path to well-being.

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

It means that all of our work and love for this practice has grown to an extent that people realize the importance of yoga.

What are you most proud of?

My friends and students that have stayed with the practice through all of the challenges of life, all while sharing it with others. This means that humans really want to see the joy in others, that they continue to share the benefits of what they are experiencing at Limber Tree with others.

What's your secret to good customer service?

Always treating others as we would like to be treated and putting ourselves in other's perspectives.

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

We offer discounts, free classes, and fund raisers to so many people, animals, and organizations in our community. We have done everything from pop-up shops to those who are ill, animals in need, organization that benefit from fundraising, etc. Our mission is to live to give back to our community as much as we can, for the well-being of all.

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

Integrity is our favorite word. We do our best to always make sure people find that our offerings are beneficial for them. And if they are not, we do everything we can to make sure our customers are happy.

What makes your event (or attraction) popular?

The loving, kind, and compassionate atmosphere – along with helping people to understand, at a very real level, why yoga is so important and beneficial.

What makes your business popular with families?

We offer classes for people of all ages. Kids are always welcome at our studio, and we make sure we offer special offerings for kids – yoga, aerial, and meditation.

Favorites

Black Orchid Yoga Barre,
2049 Broadwater Ave.
Good Vibes Hot Yoga, 3860 Ave. B Ste B

ACCOUNTANT

**Lisa Woods –Woods Accounting,
12 years in business**

1030 S. 24th St W
(406) 969-5394
woodsaccounting.com

When it comes to financial business and well-being, everything from taxes to payroll accounts can be stressful and overwhelming. Having a knowledgeable, trustworthy, capable accountant is imperative.

"We really care about the clients. We get to know the clients and what is happening in their lives. We are available to answer questions and help them not only during tax time but throughout the year. When they own businesses and have questions, they can ask those questions and get answers. Taxes, bookkeeping, and payroll are not things that anyone can do, we are there to help take the stress off their plates and let them get back to living," said owner Lisa Woods.

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

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

What makes your business a good place to work?

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

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

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

community that can help out the clients and will treat them like family like we do.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

where we are today.

What's your secret to good customer service?

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

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

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

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

We are open year-round which makes it to where if the clients have questions in the off season for taxes, they can call and get answers. We are also available for business owners to ask questions. With times like these, there are so many things that business owners are dealing with that they need help to tread the waters.



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We make sure the business owners know about grants and loans that they are eligible for. Making sure they are investing in their business. We always let tax clients know about the ever-changing tax laws that will affect them. We stay up on all the laws and changes and convey that to the clients, so they know what to expect throughout the year.

Favorites

Colleen Black – Colleen Black & Co. CPA's,
1925 Central Ave.
Whitney Donahue

ATTORNEY

**Juli Pierce – Juli Pierce Law PLLC,
2 years in business**

100 N. 27th St., Suite 350
(650) 376-0679
julipierce.com

Encountering a legal issue is nerve-racking. Having the right attorney by your side makes the process easier – someone who is knowledgeable, compassionate, and willing to fight for their clients.

"I treat my clients with respect. It is important to be honest with clients and to work as a tireless advocate for the client inside and outside the courtroom," said Juli Pierce.

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

I represent clients in criminal law and family law matters, and I also represent almost 300 abused and neglected children as guardian ad litem appointed by the court.

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

Billings is my home and I love being downtown in the center of our beautiful city.

What can customers expect when they walk through your doors?

To be treated fairly, honestly and with respect regardless of their economic situation or circumstances.

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

The attorneys in the Billings area are top notch, and I am fortunate to work with many of them. I am humbled by the honor to be voted Best in Billings this year when there are so many great attorneys in this community.

What are you most proud of?

In May of 2019, I received the Professionalism Award from the Yellowstone Area Bar Association. I was very proud of this award because my peers nominated me and voted on the award winner. The award has now been renamed in honor of

my mentor and former office mate, Damon Gannett, which makes the award even more special to me.

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

I serve on the Eagle Mount of Billings Board and the Montana Association for Female Executives Board. I just completed my year-long term as President of the State Bar of Montana, a mandatory association for and comprised of attorneys whose mission is to serve the profession and protect the public.

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

Honesty, respect, and communication.

Favorites

Colin Gerstner – Gerstner Adam Law,
2702 Montana Ave Ste 201B
Adrianna Potts – Crowley Fleck,
490 N. 30th St. #500

BARBER

**Samantha Waller –
Rebels & Razors Barber Club,
4 years in business**

118 N. 28th St
(406) 200-7320
Rebelsandrazors.com

Taking two Reader's Choice wins this year: best barber shop and owner/master barber Samantha Waller for best barber, Rebels and Razors Barber Club proves customer service and quality work go hand-in-hand.

Located in the heart of downtown Billings, the shop offers a unique experience – a traditional barbershop with new age feel. The team specializes in anything and just about everything that deals with men's grooming to fit every client's needs.

Waller says first-time clients often become return clients – and it's not just the incredibly talented barbers – it's how they treat each client, both new and loyal. If clients feel like they belong, they come back – and it doesn't hurt that they leave looking amazing.

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

Samantha and Addy have barbering in their blood. They are both generation barbers.

What makes your business a good place to work?

Everyone has a genuine care for one another and become family. We work hard and celebrate milestones together.

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

The way our clients pulled together to help us out as a community when the pandemic hit was truly amazing.

What can customers expect when they walk through your doors?

To be treated like family.

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

It means the world to us, without the love from our clients and the community we would not be able to continue the dream.

What are you most proud of?

We are exceptionally proud of how far our shop has come. From a tiny two-chair shop to an eight-chair shop. The continuous flow of clientele has been unbelievable.

What's your secret to good customer service?

Treating everyone like family and expressing a genuine care for others.

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

We donate to a plethora of local businesses along with volunteering our services.

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

Treating every client with respect and fair pricing.

What makes your event (or attraction) popular?

The services and experiences.

What makes your business popular with families?

It's a whole vibe and experience when generations of men come in for haircuts and shaves.

Favorites

Marlon Joe Armando – 406 Elite Barber Company
2918 Grand Ave.
Raelicia Maciel – Billings Best Barbers
2918 1st Ave N.

BARTENDER – FEMALE

**Brianna Oakland –
Carbone's Pizzeria,
16 years in business**

3925 Grand Ave
Billings, MT 59101
(406) 281-8431
carbones406.pizza

Favorites

Kelsey Whisler – Squire Lounge & Patio,
1525 Broadwater Ave.
Katie Lehman – Hooligan's Sports Bar,
109 N. 28th St.

BARTENDER - MALE

**Scott Welter – Magic City Casino,
10 years in business**

3839 Grand Ave. #3
(406) 281-8006
magiccitycasino.com

What makes a great bartender the best in Billings? Scott Welter says the old adage "treat others how you want to be treated" goes a long way.

"I always think how a customer has tons of places to go, so if they come to your place make sure you give them an experience so they feel they chose the right place," said Welter.

It also helps that he has a great sense of humor – even before the drinks kick in.

What makes you stand out from the competition?

I think being absolutely dead sexy helps me stand out.

What brings customers back to your business?

The experience the customer has is my first priority. All bars in this town have the same booze, beers, wines, etc. It's the experience that you create for the customer that'll bring them back to you and not another bar.

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

Contrary to popular beliefs, and downright comical conspiracy theories, I don't have a button I can push, a screw I can loosen, or a magic pedal to step on that will make your keno/poker machine win.

What makes your business a good place to work?

The best part about our staff at Magic City Casino is we all look at each other beyond just co-workers, we are family. And we support each other as we would a family.

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

Everything. I love Billings. I love everything about our city. I've lived here all my life and I am still learning new things about our community.

What can customers expect when they walk through your doors?

A warm welcome, a cold drink, and a great time. And maybe a corny joke.

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

I'm truly honored. There are some talented bartenders in this city, and I was thrilled to just be included in the group.

What are you most proud of?

I've seen every episode of Full House.

What are some of the things you do



PEOPLE



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

I have been a state trainer for the alcohol certification program the state of Montana created for 10 years. Also, I give out free hugs.

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

Learn who they are, and not just their name. Listen to their stories. Involve yourself in their conversations. Be the ear if they want to be heard, the voice if they want advice, and the shoulder if they need to cry.

What makes your event (or attraction) popular?

I don't work shifts, I put on shows.

What makes your business popular with families?

We are a family business. My father owns Magic City Casino. We've been in business together for 11 years now. Many families come in and tell us how much they like seeing us do this together as a family.

Favorites

Trevin Sparboe, Jakes
2701 1st Ave. N.
Casey Swain - Bugz's Bar & Casino,
1341 Main St.

CHEF

**Stephen Hindman,
Stacked | A Montana Grill,
6 years in business**

106 North Broadway
(406) 534-8702
stackedamontanagrill.com

"I feel like food is about bringing people together and trying to ensure that each food interaction is an experience, rather than just 'eating for the sake of eating.' Flavors should excite the senses and bringing tastes from around the world and putting our Montana spin on things helps create food that while creative, is still approachable. The joy of seeing people experience new food and have it bring a smile to their faces and joy to their life's adventures makes the whole food creating process worthwhile," said Stephen Hindman.

What brings customers back to your business?

People come to Stacked looking for many things, but leaving with a full dining experience is what keeps them coming back.

Whether you come for the food, beer, and wine or the laid-back atmosphere, what you get in the end is a full dining experience that both excites the palate and soothes the soul. Our open approach to cooking from every angle, be it the meat lover, the vegetarian or those looking for gluten-free and keto options makes dining out with friends a welcoming experience.

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

Our business model is pretty simple — make each person that joins us a little happier than when they came — not always an easy task, but simple in that people just wanted to be treated like family. You may arrive as a new customer but quickly find out you are truly a guest in our "Montana Stacked Home."

What makes your business a good place to work?

Working at Stacked isn't always easy as the restaurant business isn't an easy one. But I can tell you as the owner and a worker as well, we are family and everyone in the family is important and necessary in delivering on our promise to our guests. It's simple, everyone has value and that value is appreciated and recognized. We laugh together, we cry together, we celebrate together — we win

together.

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

Having a business in Billings is truly a dream come true. I could live anywhere in the world and be fine, but to be a part of Billings is something special. I didn't grow up here, but I've grown here like so many. Finding that what really makes Billings incredible isn't just where it's at but more so about who is in it. A place where families include friends from every walk of life and part of our amazing nation. We are big, but small, we are proud and confident, yet open to change that helps us grow as a community.

What can customers expect when they walk through your doors?

Coming to Stacked should be an experience, not just a place to eat. We want to make gathering for food something special whether it's time spent with family and friends, to a dinner for two to get away from the daily hustle and the often busy world.

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

Being voted Best of the Best is humbling for sure. I never think of myself as a great chef, more of a guy that listens to what my mouth says when it tastes. Even being con-



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Thank You for voting for me as Billings' Best Attorney!

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PEOPLE



sidered among the amazing group of chefs we have in Billings is incredible, and then to be voted Best to me is about people realizing that Billings is the reason I do what I do; I just love making people happy and being a part of our amazing community.

What's your secret to good customer service?

There is no secret at all, just treat people like they deserve to be treated, and that is that each one is uniquely special and each one is as important as the next. Forget the customer mindset and realize that each and every person that enters your place is a guest, even the ones that work there.

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

We try to contribute whenever possible. While giving funds isn't always possible, trying to give back via cooking and serving is important – and again bringing that food experience at each and every opportunity. You simply can't be a part of a community like Billings without being involved with helping its most valuable resource, the people themselves.

What makes your business popular with families?

We've built a destination that allows families to slow down and connect over great food in an atmosphere built around sharing and engaging with each other. We are also in the heart of what makes Billings so special: downtown Billings, where people come together for so many events and gatherings, from exciting theater and concerts to parades to celebrate life and the seasons.

Favorites

William McCormick, Sassy Biscuit, 115 N. 29th St.
Nick Steen, Walker's Grill, 2700 1st Ave. N.

CHIROPRACTOR

Kim Meier - Meier Chiropractic, 14 years in business

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

"So many people in pain just want to be heard. We do our best with each patient to understand their needs and situation and then use our knowledge and experience to

help them as best as we can," said Kimberly Meier.

That kind of compassion goes the distance for suffering clients – and improves the quality of life they have when dealing with chronic pain.

What makes you stand out from the competition?

We focus on educating our patients about wellness and not just taking care of yourself when you are sick or not feeling well. Truly, an ounce of prevention is worth more than a pound of cure. At Meier Family Chiropractic we want our patients to understand that health is one of the most important assets in our lives. The more we can teach our patients, the more empowered they feel to make better decisions regarding their own health every day.

What are you most proud of?

As husband and wife, we started our clinic when our first daughter was only two weeks old. Together we are most proud of managing the delicate balance between family and business and growing successfully to where we are today. And we still like hanging out with each other. Big win.

What makes your business popular with families?

We are truly Meier Family Chiropractic. We are trained to work with expectant moms through their entire pregnancies, adjust newborns, toddlers, athletes, and adults. When you walk into our office, you will see the kids play area, coloring books and entire families getting ready for their wellness adjustments. We have been in Billings long enough now, that it is a privilege to be invited to a grad party for a toddler we once adjusted.

Favorites

Dr. Beau Picard - Picard Chiropractic,
1690 Rimrock Rd., Ste. G
Grey Gardner - Vans Chiropractor,
1644 Broadwater Ave.

DENTIST

Dr. Cody Winterholler - Winterholler Dentistry, 7 years in business

3737 Grand Ave #8
413 SE 4th Street, Laurel
(406) 652-0505
winterhollerdentistry.com

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Having dental work is a highly stressful experience. Having a dentist that is capable of providing quality work while listening to a patient's needs and wants is essential to not only ease a worried patient but ensure an experience that will not add to the anxiety. Dr. Cody Winterholler listens to his patients, cares for them, and shows compassion. Embracing new advancements in the dental field, while keeping his clients in mind, Dr. Winterholler continues to prove why he is the best dentist in Billings.

What makes you stand out from the competition?

Biomimetic dentistry would be the largest difference between my philosophy and others – even my own brother (although he's slowly coming around). Biomimetic restorative dentistry is a tooth conserving approach that emphasizes keeping more of the patient's tooth structure and focuses on sealing the tooth to prevent bacterial invasion. I'm always trying to look at the tooth more like an engineer and less like a dentist. Advanced adhesive techniques are used to place restorations instead of depending on retentive features. In turn, that means less crowns, fillings that last longer and less root canals.

What brings customers back to your business?

I work really hard to provide treatment options that fit specifically to each patient. As mentioned before, those treatment plans and options will look drastically different as I continue to expand my knowledge of the current dental literature and of biomimetic dentistry.

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

Something patients may not know and or see is the constant internal battle we have over the music in the office. It makes it fun but there are definitely some strong opinions. I personally am very eclectic so I can roll with most of the stations that are chosen.

What makes your business a good place to work?

We understand that the dental office isn't anyone's first choice, so we try to make the environment light and upbeat among the whole office.

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

Being voted the Best of the Best was definitely a surprise and something that was humbling and cool. At the same time, it gives me even more motivation to continue honing my skills and my knowledge.

What are you most proud of?

I'm most proud of my commitment to learn advanced techniques in adhesive dentistry and specifically biomimetic restorative dentistry. The Biomimetic Mastership course I participated in involved reading over 127 literature articles over the course of a few months while having weekly Zoom meetings to review techniques and the science behind saving teeth in a different way. Feeling like the 'crazy' dentist guy who is anti-crown was an adjustment at first, but I've just tried to embrace it.

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

Patient education is always first and foremost on my mind. By providing patients with the options they have and explaining the science behind the 'why' is essential in trying to change the traditional dental paradigm of "you need a crown."

What makes your business popular with families?

We're popular with families because we are a family. Owning a business with my brother has been extremely rewarding and our staff is an extension of my own family.

Favorites

Dr. Turley, Turley Dental Care,
315 N. 25th St. Ste 101,
1002 Shiloh Crossing Blvd
Dr. Gregory Moritz, Moritz Dental Care,
2049 Broadwater Ave. Ste 3

ESTHETICIAN

Kialy Iverson – Element Skin Therapy, 1 year in business

1901 Broadwater Ave Unit #5
(406) 208-7822
elementsinttherapy.com

Favorites

Amber Hirschi - Plush SkinCare Studio,
2528 Grand Ave.
Cassandra Kelly -
Serendipity Salon and Spa
2525 Minnesota Ave.

FINANCIAL ADVISOR

Adam Gross – Retirement Solutions, 6 years in business

178 S 32nd ST W, Suite 1
(406) 294-7526
retire-solutions.com

Adam Gross wants to take care of his clients and help them rest easy knowing their financial well-being is handled by the best in the industry – and it is. Adam Gross of Retirement Solutions takes the win for this year's Reader's Choice win for best financial advisor.

"From start to finish the conversation is focused more on them and not on why one product is better than the other. In other words, I am not trying to sell them on a product or company; I'm focused on their needs and goals,"
Adam Gross.

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 all of the artwork in my office are photos I've taken from around our beautiful city.

What makes your business a good place to work?

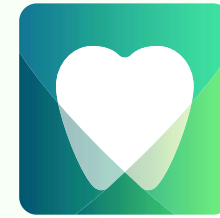
Having the right team results in one plus one not always equaling two. Like-minded people working together means one plus one can equal 10 when you are happy and enjoying what you do. Not only can you do more, you can enjoy the heck out of it.

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

Helping my neighbors and friends be the best version of themselves helps bolster the whole community and put all of us in a better position to raise kids, start a business or even retire.

What can customers expect when they walk through your doors?

Coffee, great artwork, a smile and



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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 competition this year with some extremely talented people and I'm blessed to have been voted for the 3rd year in a row.

What are you most proud of?

My family – my girls and my wife are amazing. My wife is such an inspiration for me and an encourager. I wouldn't be here without her. My girls are teaching me every day that I can do more and handle more.

What's your secret to good customer service?

Besides a great smile and firm handshake, it's getting to know not what someone needs, but why they need it. Then do that.

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

I am serving on a non-profit board for Aspen's Angels and am a council member for Harvest Church. I have supported almost every silent auction out there with one of my photos of Billings.

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

Do what you would do for your own family. Always. Trust comes on its own.

What makes your business popular with families?

You have enough things to worry about, money should not keep you up at night. If I can make talks about money easy and help point someone in the right direction, it allows them to spend time creating memories – the ones that you want to make a photo album of – the timeless classic memories.

Favorites

Josh Thometz - Northwestern Mutual,
3302 4th Ave N. Ste. 200
Lee Humphrey - Edward Jones,
213 N. Broadway

HAIR STYLIST

**Alyssa Donato –
Alyssa's Killer Kreations,
2 years in business**

Grande F-Nail-E Salon
1313 Grand Ave #9
(406) 245-5588

Favorites

Lori Whitcomb
Kendra Halvorsen - Escentia Salon,
670 King Park Dr. Ste 3

INSURANCE AGENT

**Sean O'Daniel –
State Farm Insurance
3 years in business**

1020 Shiloh Crossing Blvd Ste 3
(406) 702-7711
seanodanielinsurance.com

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

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

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

What makes your business popular with families?

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

Favorites

Tully Hogan - PayneWest Insurance,
3289 Gabel Road
Angela Stiller - Farmers Insurance,
2646 Grand Ave. #9



INTERIOR DECORATOR

**Tami Soumas –
B Staged Montana,
2 years in business**

6855 Trailake Dr
(406) 860-3657

Having the right atmosphere in a house can dramatically affect how people behave while at home. Oftentimes, when we are surrounded by things that reduce stress, improve moods and uplift our spirits, it enhances our quality of life. That's where fantastic interior decorators like Tami Soumas come into play. Soumas takes the time to not only educate herself about interior design but about her client's personalities. It's all about the little touches and big ideas.

What makes you stand out from the competition?

I believe we stand out from the competition by our commitment to great customer service. We achieve that by setting high standards for ourselves in the form of using quality and current home decor and furnishings that are carefully picked to not only complement each home's features, but also appeal to the demographic likely to purchase the home. Another commitment we keep is continuing education. I often take several classes a year regarding the home staging industry including current trends, and buyer psychology. Home staging is still in its infancy here in Montana, so it's my responsibility to learn as much as I can in order to educate my clients in what will help their home sell for top dollar and why.

What brings customers back to your business?

Our attention to detail, promptness, and our ability to match decor and furnishings to the feel of the home while

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Sunday 9:00am - 6:00pm

BIG R EAST

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BIG R

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BIG R SHERIDAN

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(307) 674-6471

Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

BIG R LEWISTOWN

825 NE Main Street
(406) 350-4422

Mon-Sat 7:30am - 8:00pm
Sunday 9:00am - 6:00pm

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keeping the aesthetic current and appealing to buyers.

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

Customers may not know that we also offer decor services for living. When people purchase a house, they may want help deciding how to set up their new home. I offer help in the form of a simple consultation with recommendations for them to follow or will do the whole thing including the shopping and installation of furniture and decor. This service is also great even if there is not a new home purchase, and the client simply wants an update and a new, fresh look.

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

I love having this business in Billings, because of the small community feel and values. I have had the opportunity to meet some really great people that I would now call friends.

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

Wow, being voted the Best of the Best is just awesome. I'm very flattered and proud of our team for achieving this status in such a short time of being in business. I really want to thank everyone who has supported us and made this title a reality. It also has fueled the goal to achieve a level of excellence that may make it possible to happen again. Thank you, voters – your support is appreciated so much.

What are you most proud of?

I am most proud of our dedication to providing the best service to sellers and agents as possible. I am very proud of my husband Jim, because it was his idea that I look into the home staging industry as a possible business here in Billings. After I invested in the education to get my certification, I realized that home staging much more than fluffing pillows and moving furniture around. There is a science behind the whole process, and psychological studies to back it up. I'm sure Jim didn't realize that he would become such an integral part of this business and has been on every staging with me. We've also been very lucky to keep all of our extra help within the family. It's been so great to have a true family business.

What's your secret to good customer service?

Do what you say you will do, and when you say you will do it, treat every client as if they are your only client, and pay attention to detail. My personal goal for great customer service has always been under promise and over deliver.

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

Last fall, we were happy to help out the Yellowstone Repertory Theatre by providing set furnishings and decor for their play the "The Rabbit Hole." We were also given the opportunity to attend the play, and very much enjoyed it.

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

I build trust with clients by being realistic and setting expectations that are achievable. I also firmly believe in continuing education. Every year I enroll in at least one course to further my knowledge and expertise for preparing homes to hit the market as strong as possible.

What makes your business popular with families?

Growing families often need larger homes, and usually they need to sell a home to move up to a more spacious one. What family doesn't want their home to sell as quickly as possible, and for the most money possible? Statistics show staged homes spend less time on the market, sell for more money than un-staged homes, and the money invested in home staging is always less than a price reduction.

Favorites

Mike LaVelle – LaVelle Interior Solutions,
Rebecca Langman – Revision Custom Home Design,
935 Ave. F



**MASSAGE THERAPIST
Danielle Adelman, LMT,
17 years in business**

2619 St. Johns Ave., Suite F
(360) 661-4622
massagebook.com/danielleadelman

Favorites

Theresa Vondra - The Massage Company,
511 N. 30th St.
Tiffany Russell

**MORTGAGE LOAN
OFFICER**

**Nikki Waldo – Stockman Bank,
13 years in business**

2700 King Ave. W
(406) 655-2721
nikkiwaldo.stockmanbank.com

Favorites

Andria Eames-Lendus -
485 S 24th St. W., Ste. B
DeDe Stoner – Guild Mortgage,
3721 Central Ave.

**NAIL TECHNICIAN
Kayla Schelle – Fringe Salon,
12 years in business**

3127 Central Ave., Suite 5
(406) 860-9316
fringesalonsboutique.com

Favorites

Jensen Muri
Mai Sticka - The Ritz Salon,
2646 Grand Ave Ste. 8

**OPTOMETRIST
Dr. David Bauer – Bauer & Clausen
Optometry, 12 years in business**

100 Brookshire Blvd Ste 2
(406) 656-8886
billingseyedocs.com

Not only did Bauer & Clausen Optometry win Reader's Choice for best eye clinic and best optical store, Dr. David Bauer brings a third win for best optometrist.

Dr. David Bauer takes time with his patients, getting to know them both personally and medically. From glaucoma and macular degeneration to new glasses or contacts, Dr. Bauer is there to help patients maintain the best eye health possible. Bauer & Clausen Optometry goes the distance with quality eye care, compassion, and knowledge. When it comes to eye health, settling for anything less than the best should never be an option.

What can customers expect when they walk through your doors?

The Bauer & Clausen eye care experience is designed, start to finish, with the patient in mind. Our doctors ensure that patients of all ages receive customized care in a comfortable environment using the latest in vi-

sion technology. Our trained opticians work one-on-one with every patient to ensure that each pair of glasses fits and functions properly. Our eyewear gallery is stocked with over 1,000 high quality frames, hand-picked to fit virtually any face, purpose or style. From the Patient Care Coordinators in the front to the Technicians in the back, we work as a team to provide high quality vision care for the whole family.

What's your secret to good customer service?

Our secret to good customer service is a coordinated team approach and training, training, training. We believe in staff development and invest time and energy in creating a culture of excellence.

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

We treat our patients like family, ensuring that the highest quality vision care is just a phone call away. Our doctors and staff are attentive and focused on providing customized care for each patient, answering questions, and providing education and information for all things vision.

Favorites

Dr. Brad Kimball - Heights Eye Care,
430 Lake Elmo Dr.
Dr. Jessica Forsch - Bauer & Clausen,
100 Brookshire Blvd Ste 2

**PHOTOGRAPHER —
CHILDREN**

**Amber Renee Breuker -
Amber Renee Photography,
7 years in business**

114 N. Broadway
(406) 670-1899
amberreneephotographer.com

For Amber Renee Breuker, she doesn't simply take photos of clients, she connects with them, becomes friends with them, and understands that a photographer isn't just there to snap pictures but to be a positive addition to meaningful moments and milestones. Having that kind of significant methodology behind her work creates moments that are not only beautiful at the time, but forever in a frame.

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

I have been in business for seven years. I built it from nothing except a few classes at Montana State University for photography. I have learned everything along the way.

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



PEOPLE



I love Billings. I love the community we have and how well our businesses support each other.

What can customers expect when they walk through your doors?

They can expect a hug usually (well, not with COVID). They can expect me to meet them for coffee, laugh a little, and gain a new friend.

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

This is something I have been working toward for years. I can't help but thank all the other wedding vendors that bring these events to life. I sometimes think I have the easy job because I show up and the beauty has already been created. I am truly living out my dream come true.

What are you most proud of?

Honestly, I am most proud of my family. They have supported this dream of mine. I have had to sacrifice watching their games to shoot weddings. I have missed many dinners because I have family shoots in the evenings. They support me no matter what.

What's your secret to good customer service?

Be real. Let them see your true colors. I love to laugh with people, but I have also been there through the tears. Weddings can be stressful and being there as a friend, not just their photographer, makes a huge difference.

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

Amber Renee Photography holds a free Back the Blue day. All law enforcement and their families are welcome to have their pictures taken for free. I also give back to many silent auctions. I truly don't think I can give back enough compared to what the community of Billings has given to me.

What makes your business popular with families?

I have a huge family. I love families and I love kiddos. My degree is in Elementary Education, so I am used to working with kids. It's such a relief to parents when they show up that I can easily interact with their kids. I can get the most stubborn of stubborn to even smile. Let them be who they are that day.

Favorites

Whitney Jones, Littles and Bigs Photography,
1335 Cortez Ave.
Miranda Murdock,
2702 Montana Ave Ste 203

PHOTOGRAPHER — PORTRAIT

Clark Marten Photography, 33 years in business

2606 Montana Ave.
(406) 256-5555
clarkmarten.com

Photos are a time capsule – a vessel holding on to one special moment. Clark Marten Photography understands how important it feels to not only beautifully capture that moment but also how it feels during the portrait process – especially for children and teen's unforgettable milestones. From guiding parents and kids in choosing clothing to offering a full-time assistant to entertain toddlers, tend to infants, and get snacks for

everyone so that families can come together to select portraits, Clark Marten Photography wants the process to be as pleasing as the end result.

What brings customers back to your business?

How we make them look and feel. We help people see the best version of themselves.

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

We are an internationally-known portrait studio that has photographed President George W. Bush, former Secretary of State Condoleezza Rice, NFL superstar Terry Bradshaw, national hero Sully Sulzberger, TV star Henry Winkler, as well as families in all walks of life who want portraits of quality.

What makes your business a good place to work?

Our culture. Although we're not related, we're very much a family. We eat lunch together where we share stories, photos, and laugh a lot. We support each other.

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

Billings is an incredibly giving com-



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PHOTOGRAPHY

www.ClarkMarten.com (406) 256-5555



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PEOPLE



munity. It's also a community that's on the cusp of great change and new development. The next 10 years will be exciting to participate in.

What can customers expect when they walk through your doors?

To be delighted. We genuinely care about who our clients are, what they do, and what their dreams are. That care goes beyond the experience here to the framed portrait they display in their home. We also remove all of the stress and frustration that's usually associated with having family portraits taken.

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

It's a great honor.

What are you most proud of?

What we've been able to give back to charities and non-profits in the area. Do date, we've helped raise over \$200,000 for non-profits and given away over \$500,000 in services and products. Each Christmas we also opt not to send cards or gifts and use that money to support countless elderly and young families in need, kids who otherwise wouldn't get a Christmas gift, and homeless youth who don't always have money for food.

What's your secret to good customer

service?

Matthew 22:36-40

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

Transparency and anticipating client's questions or concerns before they have them.

What makes your business popular with families?

Our passion is family. In life, what we hold closest is our family ... past, present, and future - that is what we celebrate.

Favorites

Amber Renee Photography, 114 N. Broadway
Tracy Moore Photography, 2702 2nd Ave. N.



PHOTOGRAPHER – WEDDING

**Amber Renee Breuker -
Amber Renee Photography,
7 years in business**

114 N. Broadway
(406) 670-1899
amberreneephotoographer.com

For Amber Renee Breuker, she doesn't simply take photos of clients, she connects with them, becomes friends with them, and understands that a photographer isn't just there to snap pictures but to be a positive addition to meaningful moments and milestones. Having that kind of significant methodology behind her work creates moments that are not only beautiful at the time, but forever in a frame.

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years. I built it from nothing except a few classes at Montana State University for photography. I have learned everything along the way.

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This is something I have been working toward for years. I can't help but thank all the other wedding vendors that bring these events to life. I sometimes think I have the easy job because I show up and the beauty has already been created. I am truly living out my dream come true.

What are you most proud of?

Honestly, I am most proud of my family. They have supported this dream

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PEOPLE



I have had to sacrifice watching their games to shoot weddings. I have missed many dinners because I have family shoots in the evenings. They support me no matter what.

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Be real. Let them see your true colors. I love to laugh with people, but I have also been there through the tears. Weddings can be stressful and being there as a friend, not just their photographer, makes a huge difference.

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

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Favorites

Sara Nagel Photography
Miranda Murdock Photography,
2702 Montana Ave. Ste 203

REALTOR

Darwin George, 13 years in business

Berkshire Hathaway HS
Floborg Real Estate
1550 Poly Dr
3939 Parkhill Dr
(406) 794-4663
Darwin@DarwinGeorge.com

Darwin George takes the win for best realtor – which isn't easy to do with as many as 1,000 realtors serving the Billings market. What the secret to his success? His approach is simple.

"I don't really try to stand out in front of everyone, but just try to do the right thing for my clients and to give back to this wonderful community."

Repeat clients and referrals are the key to success in this industry," said George.

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

What I love about having my business in Billings is the people. Growing up in Billings was such an amazing experience and after being away for 20 years, returning home to Billings was even more amazing. It takes time living out of state for you to really understand and treasure how special our community is. To be able to help people with their real estate transactions and to really focus on their wants and needs is such a great feeling, and the friendships that have been built through these transactions are cherished.

What can customers expect when they walk through your doors?

When a customer walks through my doors, they can expect a realtor who will invest the time in their true wants and needs. Whether buying or selling, there is tremendous amount of ever changing information that needs to be considered, and I will take the time to walk you through it and get you comfortable with the whole process. What you won't find is a lot of pressure to make quick decisions and "settle" for less than you want.

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

Being voted best, first of all, is a huge honor in an industry full of amazing agents. To me, I hope it means that I have accomplished several goals in my career.

First, I have been able to build a business and help many families purchase and sell homes over the years, many also being return clients as well as their children.

Secondly, I have been able to give back to the community and our industry in a way that people remember and acknowledge. Next and most important, is the building and maintaining of relationships that last for years. I am truly honored and thank everyone for their nominations and votes in the Readers' Choice promotion.

What are you most proud of?

From a business perspective, what I am most proud of is being in such a great industry that allows you to help people with the biggest purchases and sales of their lives

and to see how happy and appreciative they are with the results. Many clients have asked me about becoming a Realtor and several actually have become Realtors. When asked why they want to be a Realtor, they respond that I made it look really easy. That makes me proud that their journey was a success.

What's your secret to good customer service?

I don't believe there is a secret to good customer service. I believe in treating my clients the same way I would expect to be treated. I try to make all my clients feel like they are my only client. I listen to what they want, what they need, how they want to communicate and what their expectations are. Buying and selling homes is a big decision, my clients need an ally, a sounding board, an outside opinion, and a partner that is knowledgeable not only about all aspects of the real estate transaction, but also about our community. I simply strive to fill my client's needs.

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

In moving back to Billings in 2007 and becoming a Realtor, I was able to start giving back to the community I grew up in and that had given me so much. I joined community service clubs, sat on several boards, volunteered for various organizations, took over the Playhouse Parade fundraiser, and with the help of my wife Teresa, build the Santa Float for the Holiday Parade in Billings each year.

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

Building trust with clients doesn't just happen and can't be taken for granted. People don't just automatically trust you; you must prove yourself without asking for anything in return. I believe in helping people, plain and simple. If someone wants an opinion on a property, a market analysis or maybe just to visit about the real estate world, I am happy to do so, without any expectations. Maybe in the future they will call again and become a client, if not, I will be happy that in some way I may have helped them in the past.

Favorites

Drew Stensland, North Acre Real Estate,
1510 24th St. W.
Shawna Morales, Engel & Volkers,
623 Lake Elmo Dr.

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BACK ROW, LEFT TO RIGHT:

Maggie J. Luers Doctor of Audiology
Crystal B. Dvorak Doctor of Audiology
Douglas E. Rehder Doctor of Audiology
Nina Rehder Marketing, Patient Care Specialist
Amy L. Remsberg Doctor of Audiology

FRONT ROW, LEFT TO RIGHT:

Jacki Husicka Marketing, Patient Care Specialist
Libby Loy Bookkeeping, Patient Care Specialist
Brandy M. Dillon H.I.S. Hearing Instrument Specialist
Jenelle Hampton Patient Care Specialist

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





PEOPLE



TATTOO ARTIST

**Cameron Scott –
Sovereign Tattoo,
6 years in business**

2040 Rosebud Drive
(406) 969-1041

Selecting a tattoo artist is never easy – and having the best is crucial. Trusting in the artist to not only listen to what you want but create a beautiful and permanent piece of body art is essential. Cameron Scott has done that for his clients, time and again. His talent and devotion to each piece of tattoo art has earned him the Readers' Choice win for best tattoo artist in Billings.

What makes you stand out from the competition?

I am more versatile than almost every tattoo artist in Billings, or Montana for that matter. I run a small private studio

as opposed to those big open-roomed, walk-in type studios.

All my artwork is hand drawn and made custom for my clientele.

Not only do I pride myself on producing world-class tattoo work for my clients but also take a lot of pride in how clean and sanitary my studio is. You won't find a more sanitary tattoo studio in Billings.

What brings customers back to your business?

I believe in art first, tattooing second. My clients come back to me for my original ideas and designs. They come back because they trust me to give them a great tattoo, while safeguarding their health.

My clients often tell me that they enjoy how private the studio is. When we are in session all my attention is on their art. There is a bunch of people gawking at them and causing distractions. They always tell me how comfortable the studio is.

What's something your customers

may not know about your business?

I hope they know how much I appreciate them. If they don't, I just want to say thank you for everything. I wouldn't be here without you and your support is invaluable to me and my family.

What makes your business a good place to work?

I love what I do, and I try to make everyday a good one. I get to do something different everyday but always doing what I love.

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

Billings is a great area to work in. There are so many great people here. I get to meet new people almost every day and everyone has been super supportive of my work here.

Billings is full of hard-working folks and they like to spend their money on the best tattoo work they can get – what's not to love about that?

What can customers expect when they walk through your doors?

When you enter Sovereign Tattoo,

you can expect to see a lot of fine art on the walls. You can smell how clean it is and you'll hear the entangled harmony of a tattoo machine and hard rock.

Expect that you will be treated with respect and expect to feel that you are being listened to.

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

It's a great feeling knowing that for the last four years the people of Billings have noticed all my hard work. It is an honor to be held to such a high standard and I look for to proving you all right in the years to come.

What are you most proud of?

I am most proud of the great reputation Sovereign Tattoo has in the community.

Favorites

Whitney Donohue – Forget Me Not Tattoo,
2059 Broadwater Ave Suite B
Jay – Legendary Tattoo Studio and
Art Gallery, 406 Grand Ave.



LOCAL



CHILD'S BIRTHDAY PARTY

**ZooMontana,
25 years in business**

2100 Shiloh Rd.
(406) 652-8100
zoomontana.org

Having a birthday party at ZooMontana does more than just get the kids out of the house – they get to visit, see, and learn about some of the most exotic and regional animals in Big Sky Country. Otters, tigers, red pandas, bears, owls, tarantulas, wolves and so many other animals are kept safe at ZooMontana – and kids can learn why they are there and about their species. From a botanical garden to a playground, there is non-stop action at ZooMontana to create the perfect birthday for a kid (or kid at heart).

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

Being voted Best of the Best is humbling to say the least. We have all worked very hard at ZooMontana to be a place the community is proud of. We understand this has not always been the case, so to see this vote come through helps us confirm our hard work has been well worth it.

What are you most proud of?

All of us at ZooMontana are most proud

of our journey over the last 10 years. The zoo went from community shame to community pride. We have all worked incredibly hard to bring back this local gem from the brink of disaster, and nothing makes us puff our chest more than watching families interacting with smiles while walking our grounds or enjoying one of our many events. This all culminated in 2019, when ZooMontana was granted accreditation by the Association of Zoos and Aquariums, something that less than 10% of animal facilities in the U.S. have been able to achieve.

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

ZooMontana takes pride in giving back to the community of Billings, and beyond. In 2019, the Zoo gave back over \$30,000 in free passes or memberships to other non-profits to help them raise funds for their noble causes. The Zoo also takes pride in being a community gathering place, a venue worthy enough to hold events that span generations, cultures, and missions.

What makes your event (or attraction) popular?

At ZooMontana, we are multi-generational. This means a 70-year-old grandmother can enjoy the Zoo just as much as her 6-year-old grandson. There are not many facilities where this is the case. ZooMontana is also a relaxing, outdoor venue that is the perfect size for kids, with

the added bonus of two great playgrounds and amazing animals.

Favorites

Get Air Trampoline Park, 1400 24th St. W.
Skate World West, 701 S 29th St. W

CUSTOMER SERVICE

**Classy N' Sassy Coffee,
7 years in business**

1508 Main Street
1313 Broadwater Avenue
750 Johnson Lane
(406) 890-0806
classynassycoffee.com

Great customer service begins at the top of any business. If employees are treated great, then customers are treated great. This is one of the many reasons why Classy N' Sassy Coffee has received the win for Best Customer Service.

"Customers can always expect a friendly smile and someone to make their days great, day after day. We also guarantee them a high-quality drink. We do not believe in cutting corners or going cheap on any of the drinks that go out our windows," said owner Cassandra Dennison.

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

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

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

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

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

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

What are you most proud of?

We are most proud of the business we have

Blessed With the best!



Thank you Billings for voting Central Wellness
Billings Best Medical Spa 2020!



central wellness
Medical and Aesthetic Spa

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Filly
Photography

built and the opportunity to not only employ close to 30 employees, but to also be able to give back to our community in many ways.

What's your secret to good customer service?

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

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

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

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

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

What makes your business popular with families?

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

Favorites

Montana Muscle Movers, 3419 Central Ave.
City Brew Coffee, various locations

FAMILY FUN

ZooMontana,
25 years in business

2100 Shiloh Rd.
(406) 652-8100
zoomontana.org

It is hard to please everyone in the family when trying to find an activity to do together. ZooMontana is the ideal way to spend a day with the kids, grandparents, cousins, and friends. Inside is an array of reptiles, feathered friends, amphibians and more. The beautiful trails around the zoo create a peaceful collaboration of nature and impressive wildlife. Relaxing, informative, and fun for all, ZooMontana is a great way to spend the day with the ones you love.

What makes your business popular with families?

At ZooMontana, we know our audience. We listen and plan our future around what our guests and members want. This truly is your zoo.

What makes you stand out from the competition?

ZooMontana is committed to being a gathering place. A space where multi-generations can spend time together, each enjoying the experience as much as the other.

What brings customers back to your business?

ZooMontana understands fun. Everything the zoo does, we do for our youngest guests. We want kids to be engaged and inspired when they come for a visit.

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

ZooMontana outdoor habitats feature animals only found on or north of the 45th parallel of earth. This is done for two reasons. The first is budget. Because ZooMontana doesn't receive any public tax support like many zoos do, it must be mindful of its growth. The second is animal welfare. By having animals that can tolerate the crazy Montana climate, they can be out in all conditions, meaning they can be outdoor 99% of the time. At ZooMontana, we value this.

What makes your business a good place to work?

At ZooMontana, we work hard to be a fun place to work. Fun activities for staff, a beautiful setting, and the ability to interact with incredible wildlife are all great reasons to be fortunate enough to work here.

Favorites

Öx Indoor Axe Throwing, 240 S. 8th St.
Get Air Trampoline Park, 1400 S. 24th St. W.

HOTEL

Northern Hotel,
100 years in business

19 N. Broadway
(406) 867-6767
northernhotel.com

Staying at the Northern Hotel is like staying in a piece of downtown history. Originally built in the early 1900s, the hotel has undergone fire, transformation, and transition – time and again, it has proven why it is the best hotel in Billings.

Beautiful, majestic, and enchanting, the hotel has two incredible restaurants with menus that will never disappoint and an ambiance that makes customers never want to leave. The Northern Hotel truly is the heart of downtown Billings.

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

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

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

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

What can customers expect when they walk through your doors?

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

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

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

What's your secret to good customer service?

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

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

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

What makes your event (or attraction) popular?

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

Favorites

The Big Horn Resort, 1801 Majestic Lane

Hilton Garden Inn,
2465 Grant Rd,
(406) 655-8800

What makes you stand out from the competition?

Hilton Garden Inn hotels are very unique in the hospitality industry by offering affordable and comfortable sleeping rooms, delicious cook-to-order breakfast, dinner and bar service and adequate meeting space for business and leisure travelers coming into the Billings' market.

What brings customers back to your business?

Our hotel has a warm welcoming experi-

ence the minute that you enter our doors with our goal to make each guests stay better and brighter with giving our guests peace of mind by delivering an even cleaner stay with consistent service that you can expect with each visit.

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

The Hilton Garden Inn is more than just a hotel. We have over 4,100 square feet of meeting space that is perfect for weddings, corporate trainings and parties, family reunions and holiday parties. We have an executive chef who adds a personal touch to every catered meal that is prepared and banquet staff that will take care of the set up and tear down of your event.

LIVE MUSIC VENUE

Pub Station,
6 years in business

2502 1st Ave. N.
(406) 894-2020
thepubstation.com

Favorites

First Interstate Arena, MetraPark, 308 6th Ave. N.
Craft Local, 2413 Montana Ave.

PLACE TO BUY PRODUCE

Swanky Roots Inc.,
3 years in business

8333 Story Road
(406) 656-7668
swankyroots.com

When it comes to produce, quality products without harmful chemicals at a reasonable price is hard to come by – but not at Swanky Roots.

The incredibly affordable farm and produce store uses an aquaponics system in their greenhouse. The result is a delicious, sustainable, fresh array of homegrown vegetation like butter lettuce, oakleaf lettuce, romaine lettuce, super greens mix, kale, rainbow swiss chard, herbs, mint, basil, arugula, microgreens, edible flowers, and an array of vegetables.

Longevity, price, and unbeatable fresh taste make Swanky Roots the best place to buy produce in Billings. Greens can last three times longer than regular store-bought greens, so no more tossing out lettuce a couple days after you buy it. Shop local and stay healthy.

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

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

What makes your business a good place to work?

Knowing that we are raising a product that people really want and will help make people's



LOCAL



lives a little healthier at the same time.

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

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

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

How much people really love our product.

Hearing how people eat a salad every week or crave lettuce on their sandwiches really makes us proud that our product is meeting our expectations and so much more.

What's your secret to good customer service?

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

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

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

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

Visiting with them and following up with them. When we first started out, we gave lots of samples to customers to help them understand why our products was not your average lettuce. Also checking in with them, we visit

with our restaurants almost twice weekly to make sure they are stocked on our product and happy with what they are receiving.

What makes your event (or attraction) popular?

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

What makes your business popular with families?

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

Favorites

Billings Farmers' Market, select times, downtown Billings

Produce Depot Billings, 2815 Second Ave.

PLACE TO GET MARRIED

Camelot Ranch, 3 years in business

8736 Camelot Lane
(406) 861-5458
camelotranchevents.com

When it comes to the moment you say, "I do," everything should be perfect – especially where you say it. Camelot Ranch encapsulates the elegance every married couple wants for a wedding, with a beautifully rustic panache that truly captures the Big Sky country.

Nestled only 15 minutes away from the west end of Billings, guests can feel like they are out in the beautiful countryside without being too far from the big city. The large venue can hold up to 300 guests year-round. Come snow, heat, or rain, the staff at Camelot Ranch will ensure your big day is truly the best day of your life.

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

The community has been very receptive to a new venue in town. We have enjoyed getting to know the amazing people in our community.

What can customers expect when they walk through your doors?

The wow factors. Once in the main room they are looking at 26-foot ceilings with rustic chandeliers and windmill fans. A large fireplace for the best focal point for any event.

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

We are so honored to be even nominated – and we can't thank our community



Thank You

To All Who Voted For Us!

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3 Locations to Serve You!

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1508 Main St.
750 Johnson Lane

(406) 890-0806
www.classynsassycoffee.com




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LOCAL



enough for voting for us.

What are you most proud of?

We are very proud to be noticed for all the hard work we have put into this amazing business. Thank you to all our vendors and employees for making this place what it is today.

What's your secret to good customer service?

Being kind to everyone who walks through the front door. Listen to the needs and wants of any potential customer.

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

We absolutely love to give back to the community any chance we can.

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

By being available and trouble shooting any situation that may come our way to help customers have the best experience ever.

What makes your business popular with families?

Everyone can come together and celebrate special events and make memories that will last forever.

Favorites

DanWalt Gardens, 720 Washington St.
ZooMontana, 2100 S. Shiloh Road

PLACE TO WORK

St. Vincent Healthcare, 121 years in business

1233 N 30th St
(406) 657-7000
svh.org

"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. St. Vincent Healthcare is the only CMS 5-Star rated hospital in Eastern Montana. 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 a technological leader in the healthcare industry." – Melissa Patek of St. Vincent Healthcare.

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

At St. Vincent Healthcare, we are happy to tell you about us, our compassionate caregivers, our clinical excellence, our award-winning care and even our beautiful campus. But it is really all about you. Our patients and families are the center of every thought, communication and action that takes place in this healing space.

What makes your business a good place to work?

Every company has a mission statement on its wall, but at St. Vincent Healthcare the mission lives in our hearts and actions. No matter what part you play or which role you fill, you are improving the lives of the people and communities we serve, especially those who are poor and vulnerable. Our values and culture tie us together, and we recognize that a caring smile or kind word contribute to our success as much as the job itself. There is no greater satisfaction than doing work that helps people when they need it most. All our associates are part of a team that believes a career is a calling and knows healthcare serves a higher purpose.

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

St. Vincent Healthcare has served Mon-

tana and the Billings community for generations, first opening in 1899. We have 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. A few 2020 accolades include CMS 5-Star Rating, Top 100 Hospital by IBM Watson Health, Hospital Safety Grade "A" by Leapfrog. 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 genuinely believe that we have the Best of the Best healthcare workers



Thank you Billings,
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Chef, Stephen Hindman

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stackedamontanagrill.com**



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406-534-2778 • BillingsSeafoodGuys.com**





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 prouder.

What are you most proud of?

We are proud to be one of Montana's most trusted healthcare leaders, while being a tight-knit team that's making a meaningful difference in our community. 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 are always modeling new approaches to care, with a focus on improving quality and creating more value for patients.

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

Inspired by our faith, St. Vincent Healthcare addresses the most critical needs of the communities we serve; especially of those who are poor and vulnerable. The Sisters of Charity of Leavenworth found creative ways to provide healthcare in their communities more than 150 years ago. Through strong community partnerships, we continue that work today, bringing innovative, evidence-based programs and services outside the hospital walls. St. Vincent Healthcare is committed to investing in community benefit programs and initiatives that: address the most critical needs of the communities we serve, especially of those who are poor and vulnerable; support health equity; address social determinants of health – conditions in which people live, learn, work and play – including economic stability, education, social and community environment, food security, housing, and transportation.

Favorites

Stockman Bank,
various location
St. John's United,
3940 Rimrock Rd



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RETIREMENT COMMUNITY

St. John's United, 57 years in business

3940 Rimrock Road
1920 WyndStone Way
600 Roundhouse Drive
(406) 655-5600
stjohnsunited.org

The quality of life family members expect to see when a loved one enters a senior living facility is exactly what is expected at home, but with healthcare. Compassion, a listening ear, and high standard of professionalism are key elements to creating a valued homelife for independent and assisted-living patients at St. John's United.

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 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 25 ownership Lutheran congregations.

What brings customers back to your business?

People return to St. John's because of our mission intent and willingness to accompany people as they experience all forms of life transitions. Some of these transitions include, but are not limited to, child adoption services, child daycare, after school childcare, rehabilitative services, retirement living, 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 provides 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 employees genuinely care about and support one another. Employees speak often 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 love most about having your business in this community?

We love 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?

Construction and innovation. 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 (charity work, donations, etc.)?

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



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all ages. These musical concerts are scheduled over a seven-week period and are held on three of our campuses. We certainly missed hosting our Summer Concert Series in 2020 due to the COVID virus. St. John's also hosts an annual Art for the Ages event, which has also been cancelled for 2020. 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.

Favorites

Westpark Village,
2351 Solomon Ave.,
(406) 652-4886

What makes you stand out from the competition?

Our long-standing reputation of creating a community whereby our residents are the center of everything we do. We are now having family members of our first residents move into Westpark Village. We have many staff members who have been here for decades – including a couple with over 30 years.

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

Westpark Village has been a great supporter of many charities and causes in the Billings community. We are known for our many events that are open for everyone in Billings to enjoy.

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

Our neighborhood. So many of our residents lived in a close vicinity of us and have known us for years.

What can customers expect when they walk through your doors?

We are a family, plain and simple.

The Springs at Grand Park,
1221 28th St. W.,
(406) 652-6989

What makes you stand out from the competition?

The reason The Springs Living exists is to help residents, their families and each other live life to its fullest. We do this through the incredible people we hire who share our core values of doing the right thing.

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

In 1996, our founder Fee Stubblefield, created a community for his grandmother because he was not happy with the choices available at the time and his mission has been to change the way people think, feel and experience senior living.

What can customers expect when they walk through your doors?

A sense of warmth and comfort and belonging. Families will feel that their loved one will truly be cared for as the unique individual they are.

★ ★ ★ ★

SERVICES

★ ★ ★ ★

AUTOMOTIVE SERVICES

Vallie Automotive Center, 16 years in business

2071 Rosebud Dr
(406) 248-4023
vallieautomotive.com

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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

We offer free online estimates and in-house financing through our Napa Care and Synchrony Financial.

What makes your business a good place to work?

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

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

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

What can customers expect when they walk through your doors?

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

What's your secret to good customer service?

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

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

In the 19 years we have been in business, we have given 20 vehicles away to



local families in need. We currently donate repairs of customer's vehicles based on need.

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

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

Favorites

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

AUTO BODY REPAIR

American Auto Body, 35 years in business

650 South 20th Street West
(406) 655-0300
americanautobodybillings.com

For 35 years, American Auto Body has been a family owned and operated business. They take immense pride in everything they do – so much so that American Auto Body offers a written lifetime warranty on their work for as long as you own the car. Most importantly, the team at American Auto Body cares about the safety of every client that trusts them for car repair.

The team at American Auto Body is made of qualified and highly trained technicians with OEM certifications.

American Auto Body is a certified repair facility for Subaru, Honda, Chrysler, Nissan, Kia, Ford, Infiniti and Hyundai – they are also Assured Performance and I-Car Gold certified. American Auto Body has been I-CAR certified since 1994.

The custom-built repair center was designed specifically for auto body repair and is one of the largest in Montana. This allows staff to begin

collision repairs immediately. American Auto Body creates faster service by design, therefore promising superior quality through the best training and the most advanced state of the art equipment.

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 incredibly 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. One of the greatest honors we can receive is a happy customers referral. That is why we say that we are the body shop where our customers send their friends. Our team members work diligently to eliminate stress in any way possible. We work tirelessly with the insurance company to help get you and your family back on the road in a safe and timely manner.

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. Without the support and hard work of our employees we would



SERVICES



not be able to provide the excellent customer service that we do. We strongly believe in promoting our team members from within. The American Auto Body team is like family. Our team has enjoyed opportunities to get together and celebrate. Prior to COVID, our team members enjoyed regular employee appreciation lunches, birthday parties, BBQ rib cook offs, chili cook offs, Christmas parties, and many more fun experiences.

What do you love 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. We have enjoyed building relationships with all the Billings community members and businesses. As a family owned business in this wonderful city it has been great to receive so much support and love from everyone in the area. We are proud to be a part of the Billings community since 1985. We love Montana, and the Billings community.

What can customers expect when they walk through your doors?

Our customers can always expect a warm greeting, excellent customer service 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 topnotch customer service, you can expect a clean vehicle upon pick up. All of the work that we perform on your vehicle is warrantied, therefore upon the completion of your repairs you can expect to have the American Auto Body team's support for as long as you own your vehicle.

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 the growth of our business in the community, and the role we have 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. Our goal at American Auto Body is to provide our customers with the best automotive repair experience possible. Our friendly, knowledgeable, and professional staff will assist our customers through the entire repair process.

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



donations, etc.)?

American Auto Body loves partnering with local charities, events, and community involvement. We are avid supporters of ZooMontana, Toys for Tots, Special K Ranch, Billings Food Bank, Yellowstone Valley Animal Shelter, Montana Highway Patrol, The Elks Foundation, Montana State University - Billings, Chase Hawks Memorial Rodeo, the Flakes-giving Fund, PSC Partners Seeking a Cure, to name a few. 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 clients (or patients, 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.

What makes your business popular with families?

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.

Favorites

Hanks Body Shop Inc., 1845 Lampman Drive
MARS of Billings, 2904 Gabel Road

BANK

**Stockman Bank,
25 years in business**

Various locations
(406) 655-2700
stockmanbank.com

Stockman Bank is truly a full-service community bank - meaning Stockman supports the business community, non-profits, and Billings citizens. Their 200 employees live in Billings, and it is important to Stockman Bank to help Billings be the best it can be.

What makes you stand out from the competition?

Our employees for sure. Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.

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 that knows their name, and great personal service.

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

It's awesome - especially for our employees. They are the reason Stockman Bank was voted the Best of the Best.

What are you most proud of?

We are most proud of the fact that Stockman Bank is a true, Montana community bank. We live and breathe Billings and we truly support and promote our neighbors.

What's your secret to good customer service?

It's our culture. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

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

We consistently provide significant financial support to our non-profit/service organizations that serve our community. In addition to financial support, our employees volunteer

thousands of hours serving on community boards, working with our schools, coaching kids' sports, etc.

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

Every customer is important, and they quickly find out that our talented bankers are knowledgeable, responsive, and consistently work hard to exceed expectations.

What makes your business popular with families?

We are a third generation, Montana family-owned bank. We offer one-stop banking for every member of your family, from savings accounts for kids, home loans for first-time home buyers, small business loans, to insurance and wealth management services.

Favorites

Western Security Bank, various locations
First Interstate Bank, various locations

CAR WASH

**Don's Car Wash,
52 years in business**

various locations
(406) 248-2558
donsxpresswash.com

Since 1968, the family-owned business has remained steadfast in serving Billings with competitive prices and locations throughout the Magic City. That devotion to their clientele shows and now comes back full circle as Don's Car Wash takes the win for best car wash.

What makes your business a good place to work?

Don's is a fast-paced company, but we make it fun and enjoyable to come to work every day.

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

The Billings and surrounding areas are very supportive. We have customers come from all over the state stop in when they come to town.

What can customers expect when they walk through your doors?

They can expect a smile and the same good customer service and satisfaction every time.

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

It means everything. We are constantly changing things to ensure we have the best services and customer service, so it is nice to be recognized for all of our hard work.

What are you most proud of?

Our staff. They work very hard each and every day. They are what keep Don's Car Wash running.

What's your secret to good customer service?

We like to treat each customer how we would like to be treated. Don's policy is that if the customer is not happy, we are not happy.

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

We donate to various organizations around



SERVICES



town each year. Don's donates to many sporting events and other not-for-profit organizations. We are a local business, so we like to support other local organizations around the community.

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

By producing the same quality car each and every time.

What makes your event (or attraction) popular?

With the ever-changing seasons, you will always need your car washed.

What makes your business popular with families?

Whether it is candy in one of our stores, or the bright, colorful soap in the car wash, we have something for everyone.

Favorites

The Wave, 858 S 29th St. W.
Mint Smartwash, 411 N 7th St.

CARPET CLEANER

Brice's Masterclean, 16 years in business

1045 Horn Street
(406) 245-5509

Bricesmasterclean.com

Experience goes a long way. With 16 years as Brice's Masterclean and 30 years in the industry, Brice Cady says knowledge and the latest technology in cleaning textiles coupled with truly caring about customer service is what brings clients back – and why Brice's Masterclean has won best carpet cleaner in Billings.

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

Great people, great families. It is amazing how many people are linked to other people, which makes our referral business very successful. Do a good job and they tell their friends and family.

What can customers expect when they walk through your doors?

When we come to your door, you can expect a uniformed, trustworthy, experienced, professional cleaning technician, ready to do a good quality job every time.

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

We appreciate that our team's hard work in offering the highest-level service possible is recognized. We do not solicit for votes, so this is a true win voted on by our clients for us each year.

What are you most proud of?

As a team, we have been able to build a top-quality business. We have an amazing team of people that take pride in their work and get to help our clients with their cleaning needs every day.

What's your secret to good customer service?

Integrity – we truly care about the quality of service we provide as well as the people we provide it to.

What makes your business popular



with families?

Kids, pets, and most husbands are job security for us.

Favorites

Premier Carpet Cleaning, 1325 Wrangler Trail
406 Carpet Cleaning

COMPUTER REPAIR SHOP

Billings Tech Guys, 5 years in business

2341 Broadwater Avenue
(406) 534-9565
BillingsTechGuys.com

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

What makes you stand out from the competition?

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

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

Customers may not know of all the services we offer. We specialize in Business IT Managed Services and Computer Repair, but we have a portfolio of services, web design and

social media marketing, home theater and tv wall mounting, smart home, iPhone repair and drone and 3D tours. Many customers are pleasantly surprised when they walk in the store to see the wide selection of products we carry, both new and used.

What makes your business a good place to work?

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

What can customers expect when they walk through your doors?

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

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

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

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

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

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

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

Favorites

Device Child, 2010 Grand Ave. Ste 7
Best Buy, 2450 King Ave. W.

CREDIT UNION

Valley Credit Union, 71 years in business

Various locations
(406) 656-9100
valleyfcu.com

Building trust with each client to assist with financial needs – whether it be savings, checking, loans and more – the knowledgeable staff at Valley Credit Union is there to help.

The Valley mantra, "People Helping People," truly embodies the ideology behind every customer interaction – that is only one of many reasons why they were voted best credit union for Reader's Choice.

What makes you stand out from the competition?

Valley has competitive fees and deposit rates like with our Rewards Checking account. Also, we understand that our members appreciate efficient member service, competitive loan rates, and fast loan decisions.

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

Credit Unions are not-for-profit institutions that are owned by the people they serve, not a few shareholders. Also, we have a group of volunteers, called the Board of Directors that are elected by the members. They oversee the Credit Union and assist in helping the credit union grow.

What makes your business a good place to work?

At Valley everyone is treated like family. That would explain why we have so many employees that have worked here for many years.

What can customers expect when they walk through your doors?

If you visit a branch frequently you will more than likely be greeted by your name and a smile. You can also expect your transaction to be handled quickly and efficiently.

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

"We are very honored and humbled to be named Best Credit Union by the communities we serve. Thank you to everyone who voted, and we look forward to continuing to serve our members and welcome everyone else to check us out. We truly believe in 'People Helping People,'" said



SERVICES



Darla J Card, CEO.

What are you most proud of?

We are proud to have been voted best Credit Union of 2020, by our amazing members. Thank you, Valley members.

What's your secret to good customer service?

If you are a member of Valley you will be treated like a person, not a number or just another customer.

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

Valley loves to support local businesses within the communities we serve. One way we do that is with "Paying It Forward" events. These events consist of stopping by a local business during their busy time and paying for everyone's food, meal, coffee, etc. We also have sponsorships with The Babcock Theatre, Alberta Bair Theater, ZooMontana, and the Explorers Academy - A Head Start Program. We also do a bit of sponsorships with the Downtown Billings Alliance (DBA).

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

At Valley, we are able to help just about anyone with good, poor or no credit. We know that life happens, so regardless of your credit you will not be treated differently.

What makes your business popular with families?

Valley can help any family member, that is what makes us so popular with families. We offer those under 18 a special promotion in the month of April to help them get their accounts started. Our Rewards Checking is very popular across all age ranges; however, the younger generation gets the most use out of it. Lastly, we offer a Classic 55 Checking to those that are 55 and older who are interested in free check orders and many other perks with the credit union.

Favorites

Altana Federal Credit Union, 3212 Central Ave.
Billings Federal Credit Union, various locations

CUSTOM FRAMING STORE

The Frame Hut & Gallery, 53 years in business

1430 Grand Ave.
(406) 245-9728
framehut.com

For 11 years, The Frame Hut & Gallery has received the Reader's Choice win for best custom framing store in the Magic City. When it comes to photography, oil paintings, drawings, or any kind of art – the right frame makes all the difference in how it is displayed.

The Frame Hut & Gallery also sells a variety of

regional artwork like pottery, glass work, jewelry, paintings, photography and so much more. The store even sells a beautiful variety of home décor, lamps, and candles.

What brings customers back to your business?

There could be many reasons, really. The reasons we hear is that it's a relaxing atmosphere with a large variety of styles of art, diverse gifts, and most importantly the friendly and prompt service they received.

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

We are much more than just a custom framing business. The Gallery offers a variety of home décor, lamps, candles, artisan jewelry, regional artwork, and much more.

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.

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

We have such a wonderful community and so it makes having this business even more rewarding. One of the most rewarding facets is showcasing talented artist's work from the commu-

nity and seeing how much it is appreciated.

What can customers expect when they walk through your doors?

When a client comes through our doors, they can expect exceptional Montana and regional artwork, friendly service, and a peaceful atmosphere. The Frame Hut & Gallery is a place not only to receive quality custom framing, but a 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?

It is an amazing accomplishment as we work hard to be the Best of the Best. This award 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. Every piece receives expert work with a finishing touch. As this is the 11th 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. Our passion is to create a quality frame design that will stand the test of time and it is with deep gratitude and thankfulness to have the opportunity to serve the region in that regard.

What are you most proud of?

Through creativity, we are most proud our enduring designs. 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. It is an honor to frame these

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Adam Gross
(406) 794-2627

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pieces that will bring smiles and capture those memories for years to come.

We craft beauty on a daily basis for others through guiding their custom framing designs and home accent choices. Our job is more like play at times in this regard. We do our best through listening, encouraging, caring, and offering expertise and kindness each step of the way.

What's your secret to good customer service?

The ability to listen to a customer's desire for their piece brought in or purchased is key. We believe a firm foundation of quality customer service is of the utmost importance. We not only want to meet expectations but exceed them and is what we truly take pride in.

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

The local community is a great supporter of the arts. We showcase more than 70 artists at The Frame Hut & Gallery, and we feel it's very important to show support for local causes. 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. This facility releases some pressure so the parents can concentrate on their children's wellbeing as



well as the family as a whole and by encouraging each other. We have supported the Billings Clinic Classic, the RMC art department, Saints, Huntley Project FFA, and other fundraising causes as well.

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

We listen to our customers and do our best to meet their needs and provide a quality product they will be proud to display. We try to give sound

advice and follow through in a timely manner to produce the Best of The Best.

What makes your business popular with families?

It's from the years of being here in Billings that you get to know parents along with their children. It's not unusual to have three generations shopping together with us at one time. Sometimes our customers tell us of past memories of shopping here with family mem-

bers. The gallery is a family bonding place, like that certain baked cookie fragrance connected to good memories with a family.

Favorites

Hobby Lobby, 2425 Central Ave.
Rimrock Art & Frame, 1070 S 24th St W.

CUSTOM UPHOLSTERY AND REPAIR

**Harold's Upholstery,
64 years in business**

2808 Grand Avenue
(406) 652-2080
haroldsupholsterybillings.com

Sometimes being best of the best comes from being a reliable, longstanding business in the community – that's why Harold's Upholstery has, once again, won the Reader's Choice award for best custom upholstery and repair.

What makes you stand out from the competition?

Quality of workmanship and friendly staff.

What brings customers back to your business?

Mostly our reputation and the satisfaction of previous work.

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★ ★ ★ ★ SERVICES ★ ★ ★ ★

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

Second generation owner and soon to be a third generation.

What makes your business a good place to work?

Employees work as a team and get along wonderfully.

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

I was born here, grew up here, and love the people here.

What can customers expect when they walk through your doors?

Clean showroom, large selection of in-stock fabrics, and the largest selection of sample books in the northwest.

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

I have always tried to uphold the values taught to me by my father, Harold and know he would be proud to see how far we have come.

What are you most proud of?

The longevity of my employees and of course our quality.

What's your secret to good customer service?

Scheduling so we do not have to keep furniture or vehicles too long and letting our customers know when additional charges are needed.

Favorites

Leo's Upholstery, 245 Broadwater Ave.
Wright's Custom Repair, 5 Washington St.

DRY CLEANERS

Wetzel's Quality Cleaners, 105 years in business

117 N. 30th St
(406) 245-3760
wetzelscleaners.com

Wetzel's Quality Cleaners has a long history of providing dry cleaning and laundry service in Billings. The business began in 1915 as the Billings Dye House. In the early days of dry cleaning, the dyes were not as stable, so re-dyeing was a part of the cleaning process. With this history comes a wealth of experience that has enabled the Wetzel family and staff to become experts in garment and textile care.

"We really try to produce an excellent product. Our goal is always to send customer's clothes back as perfectly as they can be restored each and every time," said Scott Wetzel.

What makes your business a good place to work?



We have a great team of folks. Part of what makes it fun to work at Wetzel's is that it is very satisfying to produce excellent work. It makes our customers happy and it makes us happy.

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

It is fun to see how Billings has changed over the years. Not only has the city changed, but the dry-cleaning community has changed a lot too. But the most fun is to work with customers for years and years and sometimes with multiple generations of the same family. The friendships are rewarding and the continuity it brings to business is very satisfying.

What can customers expect when they walk through your doors?

Our goal is to welcome people to the Wetzel's family. We try to be friendly and look for the ways that our service can be truly tailored to their personal needs and wants.

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

We are very pleased to be recognized. The award is like an exclamation point that says we are serving our customers well. It is also an inspiration to keep working to learn new things to do even better.

What are you most proud of?

We are most proud that God has given us the ability to faithfully serve here in Billings for over a century and that we have been able to do it as a family.

What's your secret to good customer service?

We don't really have a secret. We just try to care about people and their clothes like we would care for each other and our own clothes.

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

We love being a part of the community. Over the years we have been involved doing cleaning for coat drives and other businesses that are trying to get clothing in the hands of people who are in need. We have also served on various boards like the Parking Advisory Board for the City of Billings as well as the board of the Billings Symphony and the Yellowstone County Christian Homeschool Athletic League.

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

We try to build trust by delivering what we have promised. When things go wrong, it is important to admit problems and then try to deal with them in a caring and understanding way.

Favorites

Valet Today Cleaners, 2474 Enterprise Ave.
Spic & Span Dry Cleaners, 601 8th St. W.

ELECTRICAL CONTRACTOR

4-Ohm-6 Electric, 3 years in business

114 Ardmore Dr
(406) 697-4693
4ohm6electric.com

"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," said Brandt Myers, owner and master electrician.

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

Some of our customers might not know about all the electrical services that we offer. We range in the smallest of service calls such as changing a fixture or outlet to remodels, new residential, shops, lighting retrofits, new or remodel commercial and light industrial.

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

Seeing the same customers and/or their referrals time and time again. Being able to go around the community and recognizing 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 can customers expect when they walk through your doors?

With our business it is not so much walking through our doors as much as it is us walking through the customer's doors. Whether it's a place of business or residence, we will always be in logoed gear, clean dressed with a smile and greeting, ready to work.

What 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 pay 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 clients (or patients, 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.

Favorites

Action Electric Inc., 1010 Central Ave. Ste 4
Yellowstone Electric, 1919 4th Ave. N.

HEATING & COOLING PROVIDER

Comfort Heating & Air Conditioning, 37 years in business

9934 S. Frontage Road
(406) 656-5157
comfortheatingbillings.com

For 37 years and two generations of family leading the team, Comfort Heating & Air Conditioning proves that what creates a successful business is caring for the customer. No matter the weather, staff is there to listen, understand and resolve the client's needs without causing more undue stress. Heat during the winter and cooling during the summer isn't solely about comfort, it's about protecting your family from outdoor elements – why settle for anything but the best?

What makes you stand out from the competition?

We feel that what makes us stand out from our competition is our team. Our managers, office staff and technicians are the lifeblood of the company. They are not only proficient at what they do, they truly care about our customers and each and every job.

What brings customers back to your business?

The whole experience brings people back; from the great products we install, to the repairs and maintenance we perform. The pride that our people have in their work shows in the results. People like the results we provide and the relationships that they form with our team.

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

The people. We love all the people we deal with on a daily basis. From our customers to the employees and vendors it is just a great circle of people. Billings is our home and we love it.

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

Being voted the Best of the Best means so much. It means that people took time out of their day to cast a vote for us and that means so very much. We work so hard at doing the best job for everyone and it is nice to be recognized.

What are you most proud of?

Being a second generation (working on third generation) family owned business for 37 years in this great town is what we are most proud of. This is only made possible by the great men and women that make up our team. We are most proud of our team.

What's your secret to good customer service?

The secret to good customer service is to smile and listen. You cannot do the best job without a smile and listening to people is critical to ensure you are giving exactly what they want or need from you. Sometimes things go wrong and the way you handle those issues speak volumes. We do our best to ensure unhappy customers become happy.

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

We try to sponsor as many community events that we can. We donate to many organizations that help people in our community.

What makes your business popular with families?

We are in the business of comfort. Comfort and health of families is our passion. That passion comes through in everything we do.

Favorites

Air Controls, Inc., 2115 2nd Ave. N.

Central Heating & Air Conditioning,
1428 1/2 Grand Ave.,
(406) 245-5424

What makes you stand out from the competition?

At Central Heating and Air Conditioning, we pride ourselves in the quality of our work and our customer satisfaction. We hold our team to a high standard and strive to perform in a professional manner at all times. It is our responsibility to ensure our customers understand what HVAC systems are available and what they are equipped with, so they can make the best decision for their families.

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

Since 1945, Central Heating and Air Conditioning has been a staple HVAC supplier and business in the Billings community. Our commitment to working hard, doing what is right, and holding ourselves to a high standard of professional excellence, are the same core values that Central Heat-

ing and Air Conditioning was founded on 75 years ago. We have recently joined Lennox in their "Feel the Love" program. This program was designed to give back to unsung heroes who make a difference in their community by always offering a helping hand but may never take one themselves. If you know someone you would like to nominate for the 2021 Feel the Love program please submit votes between May 1, 2021 – Aug. 31, 2021.

HOME CENTER/ BUILDING CENTER

Lowe's Home Improvement

2717 King Ave W
(406) 655-9317
lowes.com

Favorites

Home Depot, 2784 King Ave. W.
Billings Hardware & Service Center,
906 Broadwater Ave.
3175 Grand Ave.

INSURANCE COMPANY

State Farm Insurance, 98 years in business

P.O. Box 81197
(406) 697-9025
StateFarm.com

State Farm agents offer a local Good Neighbor to assist their policyholders with all of their insurance and financial service needs. Agents are active members of their communities, so they know what is important to their friends and neighbors. Not only are they looking out for the best interests of their customers, but you might also see your local agent at the grocery store, cheering in the stands next to you at sporting events, or dining at the table near you in the restaurant.

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

There is no better place to do business than the community where you live.

What can customers expect when they walk through your doors?

Our agents offer personalized service, tailored to meet the needs of the individual. We are always available for you to walk into our office, as well as call, text, click, or email. No matter how our customers choose to be served, we value our relationships with them.

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

This is truly an honor, since it means we have the trust of those customers we serve



SERVICES



every day. Our brand would mean nothing on its own, without the strength of our relationships with our customers. Thank you for your confidence.

What's your secret to good customer service?

Our goal is to keep the customer's needs first in all we do. Whether it involves assisting our customers with their savings plan, making sure their family has the optimal insurance protection package in place, or delivering top-notch claim service, it is about the customer.

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

State Farm agents are not just citizens in their town, they also partner with their favorite charities, support local school programs, and volunteer to serve alongside their neighbors at various events and gatherings.

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

Insurance is a promise to be there for the policyholder and their family if a future setback happens, so it is critical that our customers have confidence and trust that their State Farm agent will be there



to follow through on that promise. It helps to have the financial strength of the State Farm brand behind the promise, but the local agent makes the bond stronger because of their presence and relationship with the community.

What makes your business popular

with families?

Because our agents see their customers through various stages of life, such as the purchase of a car or home, switching jobs, a marriage or divorce, the birth of a child, or the death of a loved one, the agent is often one of the first people our customers call

to share the news, and to ask us how these changes might affect their family's plan.

Favorites

Jackson & Iverson Insurance,
2619 Saint John's Ave. Ste C,
Darnielle Insurance, 1320 28th St. W.

LIMOUSINE SERVICE

A-Limo Limousine Company, 25 years in business

405 North 12th Street
(406) 252-2536
alimolimosineco.com

A-Limo Limousine Company has been in business for over 25 years. The staff at A-Limo Limousine treats customers as if they are family.

It is all about experience – and having a memorable one in a limo. Whether for a wedding celebration, bachelorette party, dinner date, birthday, girl's night on the town, anniversary, or a proposal – the team at A-Limo makes sure the ride measures up to the celebration.

What brings customers back to your business?

We are courteous, dependable, friendly, and



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SERVICES



and reliable. For example, if you ask us to pick you up at 4 a.m. to get to the airport, you can get a good night's sleep and not worry if the car will be there at scheduled time. Our cars are always spotlessly clean, and our drivers are dressed professionally.

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

Our drivers are happy to help with requests such as helping to pull off a surprise for someone. The look on their faces is priceless.

What makes your business a good place to work?

We take our jobs seriously, but we also have fun while we are at it.

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

I love all of my regular customers, but also enjoy meeting new customers. It's kind of that small town feeling in the biggest city in Montana.

What can customers expect when they walk through your doors?

When we arrive at our destination, our drivers give a friendly greeting to our clients, open the door for them, show them how all the buttons work, and make them feel comfortable.

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

We are so grateful to the readers for voting us the best limo service. We appreciate it so much.

What are you most proud of?

We are proud that after going through the difficult times with the COVID-19 shutdown that we are still in business. It has not been easy, as a lot of other businesses will agree.

What's your secret to good customer service?

Treat the customers as you would like to be treated. Never be rude and act like you don't have time for them. Listen to what they want and do your best to make their ride special.

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

We have donated rides to multiple charities to help boost the package they were putting together.

We have done many Make-A-Wish rides. Just seeing the excitement from some of the kids is amazing.

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

If you answer your phone, be friendly, courteous, and always reliable, they will use the service over and over again.

What makes your event (or attraction) popular?

We like to help make people feel special. Taking a night out on the town and being

treated like royalty makes such a special memory for them.

What makes your business popular with families?

We do a ride taking families to dinner, to go see the Christmas lights, rides to and from lots of popular events, etc. It makes for a fun time when there's enough room for the whole family to go together and have fun along the way.

Favorites

Magic City Productions,
3044 W. Copper Ridge Loop
Party Time Transportation

MORTGAGE LENDER

Stockman Bank, 25 years in business

Various locations
(406) 655-2700
stockmanbank.com

Stockman Bank is truly a full-service community bank – meaning Stockman supports the business community, non-profits, and Billings citizens. The 200 employees live in Billings, and it is important to Stockman Bank to help Billings be the best it can be.

What makes you stand out from the competition?

Our employees for sure. Our employees sincerely care about our customers and being Montana owned and operated allows them to fully take care of each and every customer.

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 that knows their name, and great personal service.

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

It's awesome – especially for our employees. They are the reason Stockman Bank was voted the Best of the Best.

What are you most proud of?

We are most proud of the fact that Stockman Bank is a true, Montana community bank. We live and breathe Billings and we truly support and promote our neighbors.

What's your secret to good customer service?

It's our culture. Customer service is not a cliché at Stockman Bank. It's the real deal. Every customer is important.

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

We consistently provide significant financial support to our non-profit/service organizations that serve our community. In addition to financial support, our employees volunteer thousands of hours serving on community boards, working with our schools, coaching kids' sports, etc.

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

Every customer is important, and they quickly find out that our talented bankers are knowledgeable, responsive, and consistently work hard to exceed expectations.

What makes your business popular with families?

We are a third generation, Montana family-owned bank. We offer one-stop banking for every member of your family, from savings accounts for kids, home loans for first-time home buyers, small business loans, to insurance and wealth management services.

Favorites

Western Security Bank, various locations
First Interstate Bank, various locations

OIL CHANGE

MasterLube, 39 years in business

Various locations
(406) 248-8871
masterlube.com

There are many things that sets MasterLube apart from the competition, but the owners and staff believe it is their business model – which is essentially based on being different from what customers have historically come to expect from a lube center or automotive service business. In the end though, it is the way they engage with their clients and the trust they have built in the community that has kept them a popular automotive care shop – and voted the best place to get an oil change.

What brings customers back to your business?

Most customers say that they come back because of the energy and smiles that our teams serve with and the trustworthy behaviors they exhibit, it helps to have free ice cream sandwiches though.

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

It often surprises us how many people

think we are part of a national chain when in fact we were founded on 24th Street West on Feb. 16, 1981 – right here in Billings and are still locally owned and operated.

What makes your business a good place to work?

I think that is a question best asked to any of our colleagues the next time you stop in for an oil change. We would hope to hear that colleagues feel and know how important they each are individually and that MasterLube is a company that truly cares, but again, our people who serve our community in the stores are the only ones whose answer to this question really counts.

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

Billings is a community filled with individuals and businesses who like to give back philanthropically, their time and/or money to serve others in the community. You see it when you go to any of the number of fundraisers for academia, athletics, or nonprofit organizations around the area.

What can customers expect when they walk through your doors?

Typically, they will drive through our doors, and they can expect to be greeted by a team of young people working together, smiling, and moving with purpose to accomplish several tasks at once. They can expect fresh coffee and free ice cream, and to be headed back on their way in about 10 minutes knowing more about their vehicle and the condition of the fluids, filters, and belts than they did when they arrived.

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

It is an honor to be voted Readers' Choice Best Oil Change again this year. We don't ask for votes, campaign for votes, or anything else of the sort so it always means a whole lot to win. It lets us know that we are doing a pretty good job making life better for people.

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

Our biggest day of the year every year is our Grad Day at MasterLube Saturday. This day we partner with the local high schools and senior parents to provide oil changes and car washes all day, of which every dime earned goes right to the high schools as funding for their all night, drug and alcohol free grad parties. Nothing earned is kept for goods or labor, it is all directly donated and many other businesses in the area step up in a big way on that day with donations to the Grad Parties as well, it's a day that our teams look forward to every year.

Favorites

Tire Rama, various locations
Don's Xpress Lube, various locations

Thank You For Voting



**Best Real Estate Brokerage
in Billings**



SERVICES



PET BOARDING FACILITY

Big Sky Pet Resort, 5 years in business

2922 Millennium Circle
1749 Grand Ave Suite A
(406) 656-5100
bigskypetresort.com

When it comes to pets, owners only want the best. Big Sky Pet Resort provides just that – the best care for your furry loved one(s) in a relaxing, clean, and safe environment. Pets, and pet owners can have time apart without the added anxiety. At Big Sky Pet Resort, pets get to have their own little vacation. The staff, with a combined 20 years of experience, provides the utmost care for each animal.

What makes you stand out from the competition?

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

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



This is a family owned and operated business and the owners have been in the pet care industry for over 20 years.

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

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

What makes your event (or attraction) popular?

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

Favorites

Vet-To-Go, 1033 S 29th St. W. Ste A
Paws & Claws, 3206 Conrad Road

PET GROOMER

Dee-O-Gee, 2 years in business

27 Shiloh Rd., Ste 1
(406) 534-4245
billings.dee-o-gee.com

Only two years in business, the Dee-O-Gee has made a lasting impression with Billings pet lovers winning two Reader's Choice categories best pet store and best pet groomer.

Dee-O-Gee is the only business in Billings that offers such a large selection of holistic food and treats, professional dog grooming and dog daycare. They truly care about the well-being of every pet that comes through

their door and will attend to that pet as if it is one of their own.

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

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

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

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

What makes your business popular with families?

Caring for your dog or cat is often a family affair. We love when kids come in with their parents to pick up their dog from grooming or dog daycare. It is healthy for

Congratulations

to all the Great Readers' Choice Nominees and Winners!

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votes again this year,
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SERVICES



the animals to be around kids and it is valuable for the kids to learn how to properly care for a pet. We love that we can be part of that.

What brings customers back to your business?

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

Favorites

Paws & Reflect Pet Salon, 2906 Grand Ave.
Groomingdales, 1436 Central Ave.

PLUMBING SERVICE

4H Plumbing Heating and Cooling, Inc.,
2 years in business

455 Moore Lane #3
(406) 839-2010
4hplumbingmt.com

4H Plumbing feels it is their excellent customer service skills and response time

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

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

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

What makes your business a good place to work?

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

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

4H Plumbing feels this community has shown how tight knit and loyal they can be. Which in turn has strengthened 4H Plumbing as a whole. The community makes everyone at 4H Plumbing feel that

they are supporting us more than we are supporting them. We will continue to do the best we can.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What makes your business popular with families?

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

Favorites

Precision Plumbing & Heating Inc.,
304 S 25th St.
Air Controls Inc., 2115 2nd Ave. N.

REAL ESTATE BROKERAGE

Century 21 Hometown Brokers,
20 years in business

Various locations
(406) 294-2121
century21hometown.com

"One of the most important services to our clients is that we, as a group, tour all of our new listings each week, so that we know the inventory. Most offices won't do that; it takes a lot of time and effort, but it's more than worth it to us," said ownership partner, Mark Dawson.



NAPA Auto Care Center



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SERVICES



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

We started in 2001, with just me as the broker and one agent, Todd Harp, who was 23 years old. We were so fortunate to have him as our first agent, because he set the tone for the type of people who like to work here: nice, fun-loving, people. We bought and moved into the building on Shiloh Road exactly three years after we started. Todd is still with us, a key person who has mentored agents who have become mentors to others.

What makes your business a good place to work?

It is not necessarily a good place to work for every person out there. We're not as traditionally "professional" as some would like. We don't believe professionalism and fun are mutually exclusive. We think that positivity and laughing help with productivity and that true professionalism starts with being competent and caring.

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

We are all connected in Billings and in Montana. One of my favorite things I experience when meeting new people is the



question "what do you do for a living?" When I say I work at C21, it is cool how often people mention somebody they know and really like at our company. I'm proud that we have nice people who are involved in the community.

What can customers expect when they walk through your doors?

I think almost every time they'll see a smiling face or three around the front desk, they'll get offered something to drink, and

if they hang around long, they'll hear quite a bit of talking and laughing. Often, they will meet a nice dog or even a baby.

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

Angie Dawson got us started over 15 years ago with the notion that everyone at our company should be involved with at least one volunteer endeavor. The type of person who objects to that is the type of

person who tends not to fit with C21, and most of our agents embrace it very much.

Our agents are involved in dozens of worthwhile organizations, from Dress for Success to Family Promise, to volunteering to coach youth sports.

Todd Harp has been extremely instrumental in the incredible expansion and financial health of Billings Christian Schools.

Julie Seedhouse, who seems to emcee every non-profit event in town, is co-founder of 100 Strong. It is a group of local ladies (open to any) that funds capital improvement projects for other non-profits. In a short time, they have given away over \$85,000 to nonprofits, entities like YWCA, Family Service, and Rose Park PTA, Every Child Plays Project.

We also founded Comedy beCAUSE to raise funds to help local children and families in crisis. Our annual comedy event at the Alberta Bair theater has raised well over \$200,000. And it is fun. Our clients and friends love being invited.

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

I think in general, we can tell when someone cares about us and when they

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SERVICES



don't. We do our best to hire folks who genuinely care about the well-being of their clients, and we take training, both initial and ongoing, very seriously.

Favorites

Berkshire Hathaway Home Services
Floberg Real Estate,
1550 Poly Dr.
4 Seasons Real Estate, various locations

TAX PREP SERVICE

**Woods Accounting,
12 years in business**

1030 S. 24th St W
(406) 969-5394
woodsaccounting.com

When it comes to financial business and well-being, everything from taxes to payroll accounts can be stressful and overwhelming. Having a knowledgeable, trustworthy, capable accountant is imperative.

"We really care about the clients. We get to know the clients and what is happening in their lives. We are available to answer questions and help them not only during tax time but throughout the year. When they own businesses and have questions, they can ask those questions and get answers. Taxes, bookkeeping, and payroll are not things that anyone can do, we are there to help take the stress off their plates and let them get back to living," said owner, Lisa Woods.

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

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

What makes your business a good place to work?

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

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

The community is a big but small community. The clients that we have are like family. We have gotten to know them so much that it makes it easy to work with



them and help them out the most we can. We have also surrounded ourselves with various other business professionals and when we need help with a question or when we need a referral for a client, we know that there are great people in the community that can help out the clients and will treat them like family like we do.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

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

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

Favorites

Colleen Black & Co CPA's, 1925 Central Ave.
Laser 1040, 121 Grand Ave., 2930 Grand Ave.

TOWING & RECOVERY

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30 years in business**

1207 South 32nd St. West
(406) 259-2121
billingscollisionrepair.com

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650 S. 20th Street West
406-655-0300

www.americanautobodybillings.com



SERVICES



since City Towing is affiliated with Billings Collision Repair, it is easy for clients involved in auto accidents to have everything taken care of at one location.

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

Our fleet of trucks allow us to specialize in damage-free towing. We provide service with flatbeds, wheel lifts, and service trucks. We can assist you with all your towing needs from motorcycles to motor homes. We not only tow locally, but also long distance. City towing can also help with jump starts, lock outs, fuel delivery services, and tire services.

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

City Towing is extremely grateful to have a community that supports us as a small family owned and operated business. We have many returning customers from Billings and the surrounding area and that is what makes us so successful and proud to be members of this community.

What can customers expect when they walk through your doors?

When customers walk through the door, they are greeted with a smile and willingness to help with whatever the situation may be.

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

City Towing is very honored and proud to have nominated and awarded the Billings Gazette's Best of the Best. We work extremely hard to do our best and make our customer's happy. This show's that hard work pays off and we are very thankful to the Billings community and its voters.

What's your secret to good customer service?

City Towing does its best in providing dependable, fast 24-hour towing services. The drivers show up with a smile and are eager to help in any way they can.

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

City Towing is very active in donations to Silver Run Ski Foundation, Road Dogs Toy Run, Yellowstone Soccer Association, Billings West High School and Eagle Mount. City Towing also transports Monster Trucks to Billings locations for the Make-A-Wish foundation for children that have chosen to have a Monster Truck experience.

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

City Towing has had multiple ac-

counts within the Billings Area for many years which shows us that they trust and support our reliable services.

Favorites

Hanser's, 430 S. Billings Blvd.
Billings Towing & Repair, 2212 Main St.

VETERINARY SERVICE

**Best Friends Animal Hospital,
18 years in business**

1530 Popelka Dr.
(406) 255-0500
bfah.net

Furry family members are more than just pets, they are part of our lives. Best Friends Animal Hospital offers advanced medical and surgical care 24 hours a day, seven days a week. With state-of-the-art equipment like 16 slice helical computed tomography (CT) machine, underwater treadmill for rehabilitation, heated/oxygenated ICU ward, in-house laboratory, two surgery suites, digital radiography, and an ultrasound, the compassionate and attentive staff will make sure your fur baby will receive the best possible care.

What brings customers back to your business?

Our broad range of services and our talented and caring team.

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

Your pet is never alone at our hospital. We have doctors and technicians at the hospital 24/7 to take care of hospitalized and critical patients.

Our CT machine quickly captures detailed images which are submitted electronically to a board-certified veterinary radiologist for quick and accurate diagnosis.

Our doctors often work collaboratively on cases. Challenging cases usually get attention and input from two or more doctors.

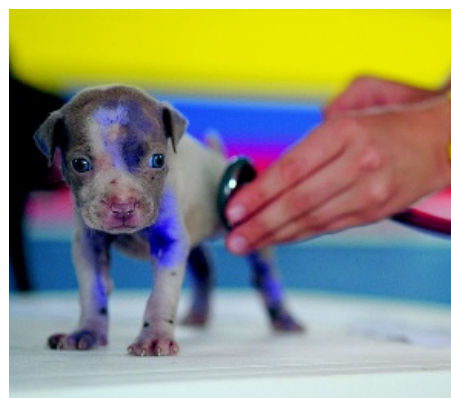
We are an AAHA (American Animal Hospital Association) accredited hospital. Only 12-15 % of animal hospitals in the U.S. and Canada share this distinction.

What makes your business a good place to work?

Our amazing team, patients, and clients that all genuinely care about pets and their health.

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

We love the Billings community because they have supported our mission to provide the best 24/7 veterinary care in the city. From a startup business in 2002, we have grown to be one of the largest veterinary facilities in Montana with 10 veterinarians on staff. The community has been very sup-



portive of our mission and growth, which shows they value what we strive to provide.

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

We are thankful for being chosen as the Best of the Best for the third year in a row. Our entire team gives 100% effort to provide the best medical and surgical care. It is nice to see that many people in Billings share our passion for pets and ensuring they have happy, healthy, long lives.

What's your secret to good customer service?

The first secret to customer service is genuine care and compassion for each patient and client. Second is having a skilled team and modern equipment to allow us to provide the best care. The third is effective communication and being available for our clients when they need us.

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

We build trust with our patients by always giving 100% effort with every patient. We invest in continuing education and keeping up with technological advances so we can offer the best diagnostics and treatment protocols. We are constantly changing, evolving, and improving to better meet our patient and client needs.

What makes your business popular with families?

We understand and celebrate the human-animal bond and believe that pets are important members of the family. We strive to treat each patient as if he or she was our very own.

Favorites

Vet-To-Go, 1033 S 29th St. W. Ste A
Moore Lane Veterinary Hospital,
30 Moore Lane

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SHOPPING



ANTIQUE STORE Liberty & Vine Country Store, 2 years in business

2019 Montana Ave.
(406) 534-8667
libertyandvine.com

Liberty & Vine is a true country store. Whether it be raw or refurbished antiques, toys (both classic and new), clothing, novelty gifts, specialty foods, and everything in between, there is something for everyone.

In addition, Liberty and Vine supports Montana-made vendors and items that cannot be found on Amazon. Inventory frequently changes – so finding unique and special gifts has never been easier. The store even features its very own Christmas shop. Gift giving is supposed to be a personal experience – a totem of thoughtfulness, make it count.

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

The heart of any community lays in its downtown. The character, the cleanliness, the shops and restaurants, the charm – or



lack of it – it's the downtown of any city that carries that responsibility. We wanted to share a part of that responsibility here in Billings. We are Montana born and raised. We remember Montana Avenue decades past and have witnessed its growth and renewal. We are proud to be a part of this

community and want to do what we can to help continue its growth.

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

We love picking up trash. The first Sunday of every month we pick up trash

downtown and call on other volunteers and businesses to help us. If the crowd is large enough, we move to other areas of Billings that need litter duty. It's a lot of fun and you never know what you'll find.

Favorites

Marketplace 3301, 3301 First Ave. N.
Junkyard 406, 2135 Grand Ave.

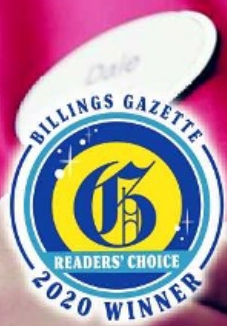
BIKE SHOP The Spoke Shop, 46 years in business

1910 Broadwater Ave.
(406) 656-8342
spokeshop.com

Quantity, quality and knowledge are just some of the reasons The Spoke Shop has once again won this year's Reader's Choice award for Best Bike Shop.

The Spoke Shop has Montana's largest bike inventory and three of the top brands in the business: Trek, Specialized and Santa Cruz. The Spoke Shop is the only Trek Certified Service Center in Montana, with five

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SHOPPING



full-time technicians. In addition, the shop has 15 employees who are all passionate about cycling.

What brings customers back to your business?

Quality products and excellent customer service. We connect with our customers through group rides, community events and sponsorships.

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

We can special order numerous other brands of bikes and do custom builds.

What makes your business a good place to work?

All of our employees are passionate about cycling and having access to pro deals on the latest and greatest products and equipment. We are able to pay above industry standard wages and often send our employees to specialty training available through our vendors. We offer a good benefit package. Plus, it's fun to ride and sell bikes.

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

Billings and Montana in general is an awesome place to live. Having grown up here, I really feel connected to the community and it's awesome to see the growth in cycling, expansion of trail systems, like the Acton Recreation Area and all the work the Billings Trailnet has done in expanding the trail network.

What can customers expect when they walk through your doors?

Whether you are a family shopping for bikes, a beginner mountain biker, an elite cyclist or just needing a flat fixed, you will be warmly greeted, and we will take care of your needs.

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

We are very humbled and thankful for our awesome customers. I am very proud of my employees and the work that they do.

What are you most proud of?

I am most proud of the work that we do in the community with trail building and advocacy.

What's your secret to good customer service?

Just being friendly, helpful and listening to the customer's needs.

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

Every year, until this year, we were able to host a Relay for Life BBQ with our local TV channel, KULR 8 and we raised over \$50,000 to go towards curing cancer. We are a corporate sponsor of Billings TrailNet. Every year, we give 10 bikes away to various organizations and causes. We are a sponsor of the local NICA chapter. And our team puts on the Big Sky State Games



cycling events at Acton Recreation Area. We are active in local trail building and maintenance.

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

We listen to our customer's needs, find the bike that meets their needs, and offer all the accessories that will make their cycling experience awesome. We invite them to group rides and events. And we stand behind our products and services.

What makes your event (or attraction) popular?

Fun atmosphere and fun people.

What makes your business popular with families?

We have bikes for everyone in the family starting with balance bikes for toddlers, an awesome selection of kids bikes and all kinds of great choices for moms, dads, grandmas and grandpas.

Favorites

The Bike Shop, 1934 Grand Ave.
Scheels, 1121 Shiloh Crossing Blvd.

BOAT DEALER

Bretz RV & Marine,
53 years in business

Various locations
(406) 248-7481
bretzrv.com

Favorites

Sunshine Sports, 304 Moore Lane

Big Sky Boats Service and Repair LLC,
2561 Monad Road,
(406) 633-0456

What brings customers back to your business?

Consistency and customer service. We

are very dedicated to what we do and are proud when we have customers return. We have a vast knowledge of our boat lines and everything Yamaha with over 35 years combined experience.

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

We are family owned and operated. We started out as just a boat service shop with just me and my wife. We have grown it into not only a successful service shop, but a dealership.

What can customers expect when they walk through your doors?

Always a smile on our face. Whether you are there to buy a boat, get a repair, or just ask some questions, we are always happy to share our knowledge. We truly love what we do.

BRIDAL STORE

Step'n Out,
33 years in business

1816 Grand Ave.
(406) 652-1380
stepn-out.com

Finding the right wedding dress isn't simply a shopping trip – it is an event. With bridesmaids, in-laws, parents and extended family, the bride-to-be will find the perfect dress – it is all about a great selection, a beautiful store, and informative, attentive consultants. It is a moment a bride will never forget. Step'n Out makes bridal dreams come true.

What makes you stand out from the competition?

We are the only full-service formal wear and wedding shop in the area offering prom, bridal, wedding accessories, gifts, bridesmaid dresses, evening wear, mothers dresses, tuxedos and suits for rent

or purchase. Being able to offer a one-stop shop for our customers looking for a seamless experience is our goal.

What brings customers back to your business?

It is so much fun to watch a prom girl become a bride or a flower girl find the perfect prom dress years later. In the past, Step'n Out's slogan was "Our quality and service set us apart." Though 30 years have passed, this sentiment still rings true. Our incredible consultants and the customer service they provide, coupled with the industry leading designers creates an experience that brings customers back again and again.

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

We are proud to say Step'n Out is a third-generation family business. It has been a joy to have our daughter help us run the day-to-day, revamp the store and inventory, and be a part of making a memorable experience for our brides.

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

Montana has the best brides and grooms. Getting to work with not only the best couples, but also such an awesome network of local vendors in the industry is absolutely amazing.

What can customers expect when they walk through your doors?

A happy face and a warm smile – though lately covered by our masks.

What are you most proud of?

We are proud to have been in business for over 30 years and are looking forward to our new remodel to launch us into the next 30 years.

What's your secret to good customer service?

Our bridal consultants. Shopping for a wedding dress can be overwhelming and stressful. We like to take the stress away and help brides navigate the different fits, styles, colors and designers.

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

Each year, we donate tuxedos and dresses to local high school music departments, local theaters, groups who assist students in need with a prom dress or tuxedo, and our annual Prom Giveaway in conjunction with other local businesses. We love giving back to the community who supports us.

Favorites

Belle en Blanc, 114 N. Broadway
David's Bridal, 795 King Park Drive



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SHOPPING



CAR DEALER - NEW Denny Menholt Chevrolet, 33 years in business

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3710 Zoo Drive
680 South 20th St. W.
(406) 896-3000
dennymenholt.com

"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 33 years since I came to Billings, Montana," 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 also.

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

Billings has been a great business community and regional trade hub. It 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 (charity work, donations, etc.)?

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

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

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

What makes your business popular with families?

We have a great variety of vehicles so there is something for every family member.

Favorites

Lithia Toyota of Billings, 1532 Grand Ave.
Underriner Honda, 3643 Pierce Parkway

CAR DEALER - PRE-OWNED

Hertz Car Sales, 17 years in business

2851 King Ave. W.
(406) 656-0605
hertzbillings.com

Keith McNally believes there are three essential core values that sets Hertz above the competition. Staff must understand that honesty, integrity and of

course, the Golden Rule: treat others how you want to be treated, is fundamental in managing a successful business.

"This leads to treating customers with kindness and care – as people, and not just as a number in a sale," said McNally.

What brings customers back to your business?

They see our commitment to them in service.

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

We (Overland West Inc.) are the largest individually owned Hertz licensee in the nation with 31 rental locations, and four sales locations in the Western U.S.

What makes your business a good place to work?

People are treated with respect, and every employee is valuable, no matter their position.

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

The opportunity to be different in a business that hasn't had a very good reputation over the years.

Also, providing a friendly and fun atmosphere where people can actually be excited to get their next vehicle.

What can customers expect when they walk through your doors?

Someone to greet them with a smile – and be treated with respect and kindness.

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

It means people notice the values we have and appreciate the way we do business.

What are you most proud of?

The reputation we have gained over the years of being here in Billings.

What's your secret to good customer service?

Good employees with good hearts



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SHOPPING



that are thinking the best of others, and not of themselves first.

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

We have donated almost \$200,000 over the years to the Billings Food Bank, as well as being a big supporter of Family Service, Relay for Life, Ronald McDonald House, Special K Ranch, Rocky Mountain Elk Foundation, and various other groups.

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

Through the three core values mentioned earlier.

What makes your event (or attraction) popular?

People appreciate friendly service.

What makes your business popular with families?

We serve all ages, and provide a lounge, as well as a play area for children while conducting business.

Favorites

Denny Menholt CarMart 360,
680 S. 20th St. W.

Laurel Ford, 500 SE Fourth St., Laurel

CHILDREN'S BOUTIQUE

TIED

**Bumps 'n Bundles,
5 years in business**

1027 Shiloh Crossing Blvd, Suite 5,
(406) 534-1767
bumpsnbundles.com

**Liberty & Vine Country Store,
2 years in business**

2019 Montana Ave.
(406) 534-8667
libertyandvine.com

Liberty & Vine has taken the win for three Reader's Choice categories this year: best antique store, best gift shop, and best children's boutique.

The gift store carries an array of both classic and new children's toys, adorable stuffed animals and a beautiful collection of children's clothing.

In addition, Liberty and Vine supports Montana-made vendors and items that cannot be found on Amazon. And inventory



frequently changes – so finding unique and special gifts has never been easier. The store even features its very own Christmas shop. Gift giving is supposed to be a personal experience – a totem of thoughtfulness, make it count.

What can customers expect when they walk through your doors?

They can expect to find something out of the ordinary; clean and wonderful-smelling bathrooms; fun displays; always changing booths in the antique warehouse; mixing old and new; engaging and courteous employees; old-school products that they thought weren't being made any

longer; and always things they didn't expect to find. It's always changing. That's the fun in it.

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

We are true shopkeepers. We live right upstairs above the store.

What's your secret to good customer service?

Hire respectful, good-humored people who enjoy helping others. We are very fortunate.

Favorites

Precious Seconds, 1005 24th St. W., Suite 5



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SHOPPING



CLOTHING STORE - MEN'S

Scheels
118 years in business

1121 Shiloh Crossing Blvd.
(406) 656-9220
scheels.com

Favorites

Dillard's Rimrock Mall, 320 S. 24th St. W.
Desmond's, 2819 Second Ave. N.

CLOTHING STORE – WOMEN'S

The Banyan Tree,
6 years in business

529 24th St. W.
(406) 534-8533
shopthebanyantree.com

Female empowerment comes in many forms. Sometimes feeling good on the outside can help anyone feel good on the inside. At The Banyan Tree, shopping is not only fun, but a



relaxing and encouraging way to spend time with friends, family or just yourself – no matter what size, shape or age. It is all about self-love at The Banyan Tree.

What makes you stand out from the competition?

The Banyan Tree is a thoughtfully curated lifestyle brand for the hardworking women who seek good value without compromising on quality. With timelessly styl-

ish collections to compliment gifts, home and wardrobe, our customers feel at home and accepted as they are. We place value on quality. We live intentionally. We hold value and we value others.

What brings customers back to your business?

The Banyan Tree was created to not only bring its customers thoughtfully curated style, but a place to feel supported and at

home. This comes through in the intention we place on our service, both in-store and online, always ensuring that our customers have a seamless shopping experience.

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

My husband and I went on our 19th anniversary trip to Hawaii. It was the first time we had ever gone somewhere for our anniversary, but we fell in love with it. We had just closed our previous store and were looking for a name for this new store. We visited Banyan Tree Park down in Maui and we saw all these families just hanging out under these massive trees and enjoying each other's company. When I saw this, I immediately thought this is how I want my customers to feel when they walk into my store. The Banyan Tree was a perfect fit for the store and what I was looking to create.

What makes your business a good place to work?

The same intention we put on ensuring our customers have a good experience, we put into our employees. It is a fun, relaxing, uplifting place to work. Everyone is family here.

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

I grew up in this community, so I have a strong attachment to it. I love Montana and I

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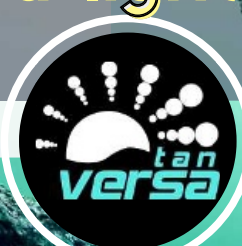
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SHOPPING



love what the city and the surrounding cities has to offer for my family.

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

I like knowing that I'm serving the women of this community well. When it comes to product selection, I'm on the right track to meet their needs and help these women feel good about themselves.

What's your secret to good customer service?

Treating people how I would like to be treated, it's as simple as that. I put myself in my customer's shoes. It's more about creating a friendship and building a relationship, than selling something for me.

What makes your business popular with families?

We have something for everyone, whether you are young or young at heart. It's a place where everyone can come together and find something they love that makes them feel like their best self.

Favorites

Apricot Lane Boutique,
1603 Grand Ave., #100
Maurices, 921 Shiloh Crossing Blvd.

CONSIGNMENT/USED CLOTHING STORE

Savvy Seconds, 8 years in business

1739 Grand Ave.
(406) 702-1945
savvysecondsmt.com

Sometimes the fundamentals of having a successful business are rooted in the fundamentals of being a decent human being. The owners and staff at Savvy Seconds pride themselves on treating their clients well – and remaining a positive influence in Billings. After all, what goes around comes around. From giving back to supporting their consignment community, the team at Savvy Seconds operates with thoughtfulness on the sales floor and in the Magic City.

What makes you stand out from the competition?

We don't feel like we are competitors with other consignment shops. We are all in this together to succeed at what we love to do.

What brings customers back to your business?

The constantly changing inventory and the great selection of sizes and



styles to choose from, at a fraction of retail cost.

What makes your business a good place to work?

The friendship among employees and the laughs. It's relationships that go beyond our daily hours at Savvy Seconds.

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

Our Billings community gladly supports many small businesses. We are fortunate to be able to continue to empower women to look and feel their best about their fashion choices.

What can customers expect when they walk through your doors?

Customers can expect to be greeted with a smile and sometimes a "meow" from the visiting neighbor kitty (Dak) who has become a daily visitor. When they walk through our door, the first thing they see is an appealing sales floor of organized, displayed clothing and accessories as well as large, clean fitting rooms and easy-to-shop racks.

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

We are honored by the love and support of Billings and the surrounding communities in voting Savvy Seconds the Best Consignment/Used Clothing Store. It means the quality work that we do is genuinely appreciated by our new and returning cus-

tomers.

What are you most proud of?

We are most proud of the personal relationships we have established with both our consigners and customers. Savvy Seconds continues to be a fun place to browse, shop with friends, or stop by for a chat.

What's your secret to good customer service?

No secret. Treating our customers as we would like to be treated.

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

We are fortunate to have a wonderful consigner base that allows us to facilitate donations of unsold items within our great city. These charitable organizations include: Family Services; Dress for Success; West Park Village Annual Scarf, Purse and Jewelry Sale; The Free Store located at Evangelical United Methodist Church; and Out of the Darkness Suicide Prevention Community Walk.

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

Trust with our consigners and customers is based on an open honest relationship.

Favorites

Montana Vintage Clothing,
112 N. 29th St.
Runway Fashion Exchange,
125 S. 24th St. W., #1

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66 years in business**

7305 Entry Way Drive
303 N. 13th St.
4000 River Drive N., Great Falls
(406) 252-6692
westernranchsupply.com

Favorites

Shipton's Big R, various locations
Al's Bootery & Repair Shop, 1820 First Ave. N.



FABRIC STORE Joann Fabrics and Crafts

2833 King Ave. W.
(406) 656-4933
joann.com

Favorites

Backdoor Quilt Shoppe, 712 Carbon St., Suite B
Hobby Lobby, 2425 Central Ave.

FARM & RANCH STORE

**Shipton's Big R,
71 years in business**

216 N. 14th Street
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1908 Main St.
825 N.E. Main St., Lewistown
2049 Sugarland Drive, Sheridan, Wyo.
Coming Soon! 1001 N Center Ave., Hardin
(406) 652-9118 - Big R West
shiptionsbigr.com

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

What makes you stand out from the competition?

Diversity of products and departments, quality brands, locally owned, customer service, 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 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.

What makes your business a good place to work?

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

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

We are relevant and serve a purpose.

What can customers expect when they walk through your doors?

You will always find clean stores, well

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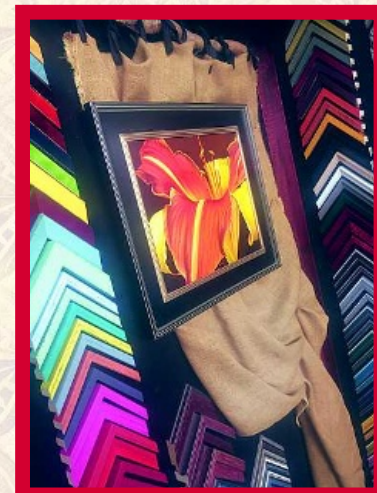
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SHOPPING



lit, great merchandising, great customer service and top-name brands.

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

We are very thankful and appreciative of this. We never take it for granted.

What are you most proud of?

That we are still relevant and current after being in business for over 71 years.

What's your secret to good customer service?

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

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

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

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

We always strive to offer the best customer service possible.

What makes your business popular with families?

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

Favorites

Western Ranch Supply,
7305 Entryway Drive,
303 N. 13th St.
Tractor Supply Laurel,
400 SE Fourth St., Laurel

FLOORING STORE

**Pierce Flooring & Cabinet Design,
96 years in business**

2950 King Ave W.
(406) 652-4666
pierceflooring.com



Voted Best of the Best in not one but three categories this year, Pierce Flooring & Cabinet Design takes the wins for Best Flooring Store, Best Kitchen Cabinet Store and Best Rug Store in Billings. The success of the business is also measured by the length of time Pierce Flooring & Cabinet Design has served the Billings market – an impressive 96 years. The longevity and victory for the company is no fluke.

"To be voted the Best of the Best in the three categories that our business operates means that we are living and breathing our mission statement and the customers feel that after doing business with us. For us, it's about serving our clients and we hope others will choose Pierce Flooring & Cabinet Design because they know that they will get treated right and we can make their house the home they have dreamed of," said Amy Schulte,

Marketing Coordinator at Pierce Flooring Stores.

What brings customers back to your business?

We take great care of our customers from start to finish and make them feel like family all along the way. We work hard to make sure everything is perfect for them and solicit feedback from them throughout the process to make sure they are getting everything they need. Communication is something that is often lacking in the home improvement industry and it's one thing we take pride in doing better than the others. We utilize web chat, texting, phone, email and use them frequently to communicate with customers, installers and vendors.

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

For Pierce Flooring & Cabinet Design,

this community is the sole reason we are in business 96 years after inception. Our customers come to us because they are in need of expertise at a fair value for their money. We hire experienced designers, world-class installers recruited from all across the country, we take pride in making sure the products we have available for purchase are backed by the Pierce Promise and we work hard to make sure that the job is done right.

What can customers expect when they walk through your doors?

Customers can expect the best. The best flooring, the best cabinets, the best area rugs, the best service, the best support staff, the best installation teams, the best experience and the best home after project completion. We are here to meet and exceed expectations day in and day out.

Favorites

Carpet One Floor & Home of Billings,
505 S. 24th St. W.

Rich's Modern Flooring,
713 Main St.,
(406) 248-3656

What makes you stand out from the competition?

We've been family owned and operated for 50 years. We take pride in providing quality products with exceptional customer service. Taking good care of our customers is truly important to us.

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

The people in this community are a pleasure to work with. They're the key that makes Billings a great town to live in and run our business.

What can customers expect when they walk through your doors?

We enjoy being flooring experts and using that knowledge to help our customers, so they don't have to be an expert to get a floor they love.

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SHOPPING



FLORIST

Gainan's Midtown Flowers, 69 years in business

1603 Grand Avenue, #140
(406) 245-6434
gainans.com

Flowers can make anyone's day brighter – no matter the circumstance. From an anniversary, birthday or celebrating that special woman in your life, to get-well wishes, graduation cheers or condolences, subpar flowers just do not send the right message. A beautiful floral arrangement needs to match the sentiment – and smell amazing. Gainan's Flowers never disappoints, and the Billings community agrees as, once again, Gainan's wins the Reader's Choice category for best florist.

What makes you stand out from the competition?

Gainan's is committed to offering only the finest floral arrangements and gifts backed by service that is friendly and prompt.



What brings customers back to your business?

All of our customers are important, and our professional staff is dedicated to making their experience a pleasant one. We always go the extra mile to make their gift

perfect.

What can customers expect when they walk through your doors?

Fresh flowers and plant selections, a wide range of unique gift items and professional dedicated staff.

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

Gainan's is committed to the Billings community and we believe it is important to give back. Each year we donate products to organizations, groups and individuals in our community. We have a fundraiser card program and partner with organizations such as clubs, schools and teams who sell the cards.

Our website also offers a Helping Hands program that is designed to give back. With each order, a customer can choose to have Gainan's donate to one of our participating organizations.

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

Our business is to turn feelings into flowers and partner with our customers in all the seasons of their lives. We understand fully the importance of this business and are eternally grateful for the trust and loyalty that our customers have put in us for 69 years.

Favorites

Magic City Floral, 1848 Grand Ave.
A & E Floral, 919 Grand Ave.

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camelotranchevents.com



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SHOPPING



GARDEN CENTER/ NURSERY

**Garden Avenue Greenhouse
& Garden Center,
59 years in business**

219 Garden Ave.
(406) 259-6266
gardenavenuegreenhouse.com

Montana-grown annuals, perennials, trees, shrubs, yard décor, furniture, fruits and vegetables – Garden Avenue Greenhouse truly has everything for and from the garden. Quality and prices go the distance with the products, as well as the knowledgeable and helpful staff at Garden Avenue Greenhouse. Their devotion to gardening and their clientele takes the win for Best Garden Center in Billings.

What makes you stand out from the competition?

We have a very open and easy-to-navigate shopping experience.

What brings customers back to your business?

There are new things to see all the time. Every year we try to bring in new products. We are also careful to bring in live products that are meant for our zone and area.

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

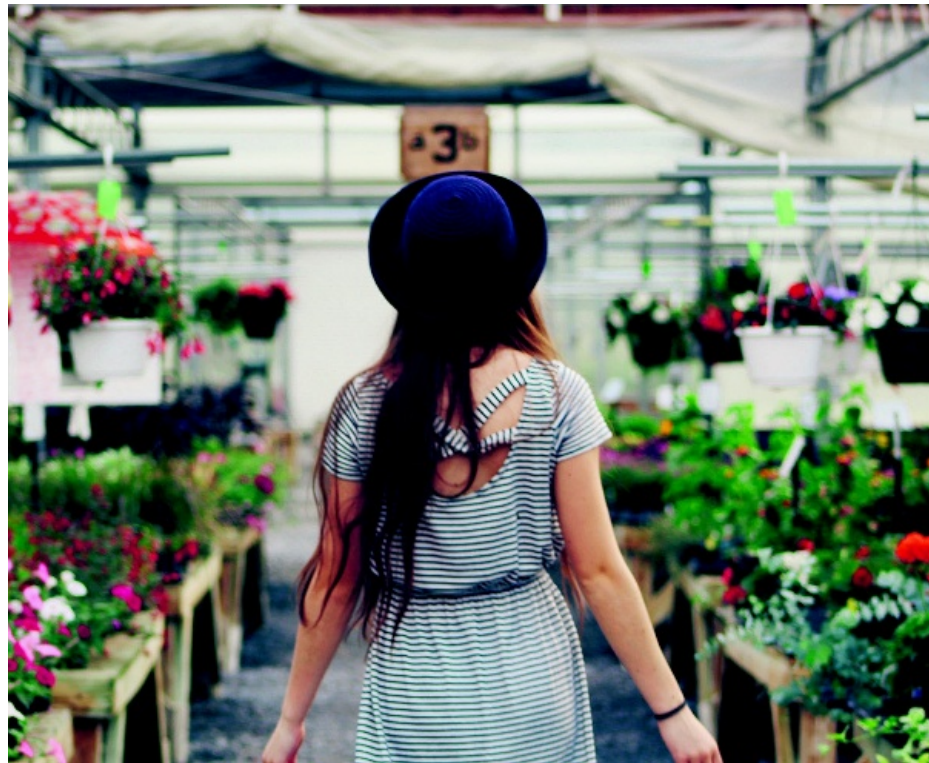
That we grow from cuttings, seeds or starts 90% of the live product we sell.

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

Billings is a diverse and inviting community. It provides opportunity for growth and fulfillment.

What can customers expect when they walk through your doors?

A pleasant and inviting place to spend some time and find some unique and fun things for their living space.



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

It means that we are a positive and inviting part of the community that we are in.

What are you most proud of?

We are most proud of the fact that we have a place people can come and get a little rejuvenation for the senses, and then take some of that same beauty home.

What's your secret to good customer service?

Listening to the customer and responding with honesty and integrity.

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

We stand behind our product. Our staff

listens to the customers' needs and wants and we try to find products that will meet those needs.

What makes your event (or attraction) popular?

We combine product and environment that is stimulating and inviting.

What makes your business popular with families?

There is something for everyone to see. We have plants and product that people of all ages can see and enjoy.

Favorites

Gainan's Heights Flowers & Garden,
810 Bench Blvd.

Nana's Bloomers, 1526 E. Railroad St., Laurel

GIFT SHOP

**Liberty & Vine Country Store,
2 years in business**

2019 Montana Ave.
(406) 534-8667
libertyandvine.com

Liberty & Vine is a true country store. Whether it be raw or refurbished antiques, toys (both classic and new), clothing, novelty gifts, specialty foods, and everything in between, there is something for everyone.

In addition, Liberty & Vine supports Montana-made vendors and items that cannot be found on Amazon. And inventory frequently changes – so finding unique and special gifts has never been easier. The store even features its very own Christmas shop. Gift giving is supposed to be a personal experience – a totem of thoughtfulness, make it count.

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

The heart of any community lays in its downtown. The character, the cleanliness, the shops and restaurants, the charm – or lack of it – it's the downtown of any city that carries that responsibility. We wanted to share a part of that responsibility here in Billings. We are Montana born and raised. We remember Montana Avenue decades past and have witnessed its growth and renewal. We are proud to be a part of this community and want to do what we can to help continue its growth.

What can customers expect when they walk through your doors?

They can expect to find something out of the ordinary; clean and wonderful-smelling bathrooms; fun displays; always changing booths in the antique warehouse; mixing old and new; engaging and courteous employees; old school products that they thought weren't being made any longer; and always things they didn't expect to find. It's always

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SHOPPING



changing. That's the fun in it.

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

We are true shopkeepers. We live right upstairs above the store.

What's your secret to good customer service?

Hire respectful, good-humored people who enjoy helping others. We are very fortunate.

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

We love picking up trash. The first Sunday of every month we pick up trash downtown and call on other volunteers and businesses to help us. If the crowd is large enough, we move to other areas of Billings that need litter duty. It's a lot of fun and you never know what you'll find.

Favorites

The Banyan Tree, 529 24th St. W.
The Joy of Living,
1524 24th St. W. & 102 N. Broadway

GROCERY STORE

**Albertsons,
81 years in business**

Various locations
(406) 248-7474
albertsons.com

Favorites

WinCo Foods, 2424 Central Ave.
Poly Food Basket, 2648 Poly Drive

HARDWARE STORE

**Ace Hardware,
96 years in business**

Various locations
(406) 656-1446
acehardware.com



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

What brings customers back to your business?

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

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

People may not know that in addition to new employee orientation and on-the-job training, we take a week every winter to gather employees at an offsite location and

participate in "spring training" which is a weeklong training program that includes training from vendor and manufacturer reps, Ace Corporate training staff, and our own most experienced associates. We cover everything from outdoor power equipment to BBQ grilling, paint, customer service skills, and new product introductions.

What makes your business a good place to work?

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

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

The opportunity to give back to those who serve our youth and our most at-risk populations. We are proud to support the

Boys and Girls Clubs of Yellowstone County, Friendship House, Children's Miracle Network, Tumbleweed, Optimist youth programs, Rotary, 4-H, FFA and many more community organizations.

Favorites

Billings Hardware, 3175 Grand Ave.
Lowe's Home Improvement, 2717 King Ave. W.

HOME FURNISHING STORE

**Time Square Furniture & Mattress,
8 years in business**

856 Shiloh Crossing Blvd.
(406) 294-5266
timesquarefurniture.com

Billings residents love to support locally owned and operated businesses – and Time Square Furniture & Mattress can feel the love. Voted best home furnishing store in Billings, the locally owned store employees do not work on commission, so their only motivation is to actually help clients.

Unlike nationwide companies, Time Square Furniture & Mattress 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. Many of our customers will return simply because they appreciated and enjoyed the friendly, one-on-one assistance from our employees.

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SHOPPING



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 research dozens of vendors and special order the items that work best for you. In addition, we are fortunate to have an in-house designer with 20 years of experience in the design industry. She can come to your home and help you create the perfect room by mixing your existing furniture and accessories with contemporary new pieces from our expansive collection.

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. We encourage open and honest communication between management and employees.

What do you love 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 non-profit organizations as much as we can. One of

our owners has spent much of his time and resources doing mission work both within Montana and around the world. Our local customers have helped us become successful and in return we have been blessed with opportunities to give back to our city

and surrounding areas.

What can customers expect when they walk through your doors?

Customers can expect both a clean and safe shopping experience in a no-pressure environment. If you'd like our assistance and expertise, we are more than happy to help you make your selections. If you would rather shop on your own with little or no interaction, we are happy to accommodate that option as well. After you make your purchase, our warehouse and delivery staff will handle your items with care and will deliver them to your home in a timely and professional manner.

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. They should be proud of their diligent work over the last eight years. We would certainly not be the "Best of the Best" without them.

What's your secret to good customer service?

Our primary goal in terms of offering

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SHOPPING



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). Each customer is unique and so are their needs. Our goal is to understand those needs and to meet and exceed them.

Favorites

Ashley HomeStore, 2914 Millennium Circle
Mattress King,
795 King Park Drive, 1702 Grand Ave.

HOT TUB/SPA CENTER Montana Hotspring Spas, 43 years in business

2217 Grand Ave.
(406) 652-7727
lovethetub.com

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

What makes your business popular with families?

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

What makes you stand out from the competition?

Our expertise, years of experience, and local reputation combined with over 43 years in Billings selling and servicing the #1 rated hot tub in the world - Hot Spring.

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

We compensate our employees at the top of industry standards, plus we offer full benefits including health, dental and vision



insurance along with a retirement plan. The owners are active in the business and work to set a fun culture in which to be a part.

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

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

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

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

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

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

Taking the time to really listen to what the customer needs and wants and working to find products and solutions that will serve them best. Many of our customers are more than clients and almost become like family to us.

Favorites

Thompson Pools & Spas, 1300 24th St. W.
K2 Spas & Sports, 501 Hansen Lane

JEWELRY STORE Greenleaf's Jewelry, 88 years in business

312 Eighth St. W.
(406) 245-7424
GreenleafsJewelry.com

The owners of Greenleaf's Jewelry believe integrity will get you a long way - and after 88 years thriving in the Billings community, they must be doing something right. And

readers agree, as Greenleaf's Jewelry once again takes the win for best jewelry store. Their legacy of quality, reliability and customer trust brings clients back time and again.

What brings customers back to your business?

Our reputation for being trustworthy brings customers back into the store. Since Hal Sr. and Jean Henrickson re-opened Greenleaf's as a fine jewelry store in 1979, we have had the pleasure of working with multiple generations of families.

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

We have one of the largest estate collections in the area with items added daily. We employ two goldsmiths with over 45 years combined experience offering expert in-house jewelry repairs.

What makes your business a good place to work?

The fact that Greenleaf's is family owned and operated makes it a great place to work. With my parents, Hal Jr. and Tera, we strive to continually run Greenleaf's with the same vision left behind by my grandparents, Hal Sr. and Jean. Greenleaf's Jewelry is a landmark in midtown Billings.

What can customers expect when they walk through your doors?

Customers can expect to be greeted with no judgement as well as given honest and ethical recommendations and opinions on fine jewelry items and repairs.

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

To us, it means that our hard work and integrity is appreciated and valued by our community. We are so grateful.

What are you most proud of?

We are most proud of the legacy we have created in the Billings community. Leaving your jewelry with someone can be scary, so we are grateful to the community for trusting us with some of their most valuable and treasured items.

What makes your event (or attraction) popular?

Our estate collection contributes a large percentage of our overall sales. We have over 500 pre-owned pieces ranging from true vintage, one-of-a-kind pieces to modern designer trends. New items are added daily, and it's first come, first serve.

Favorites

Goldsmith Gallery Jewelers,
903 Shiloh Crossing Blvd.
Riddle's Jewelry,
300 S. 24th St. W.,
1002 Shiloh Crossing Blvd.



SHOPPING



KITCHEN CABINET STORE

**Pierce Flooring & Cabinet Design,
96 years in business**

2950 King Ave. W.
(406) 652-4666
pierceflooring.com

Voted Best of the Best in not one but three categories this year, Pierce Flooring & Cabinet Design takes the wins for Best Flooring Store, Best Kitchen Cabinet Store and Best Rug Store in Billings. The success of the business is also measured by the length of time Pierce Flooring & Cabinet Design has served the Billings market – an impressive 96 years. The longevity and victory for the company is no fluke.

“To be voted the Best of the Best in the three categories that our business operates means that we are living and breathing our mission statement and the customers feel that after doing business with us. For us, it’s about serving our clients and we hope others will choose Pierce Flooring & Cabinet Design because they know that they will get treated right and we can make their house the home they have dreamed of,” said Amy Schulte, Marketing Coordinator at Pierce Flooring Stores.

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

We do all the little things right. It’s communication, honesty, trust, that other experience that gets passed along to others based on word-of-mouth or reviews.

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

Our Pierce Cares program launched in February 2020. Although COVID hit shortly after launch we have employees volunteering more, we give large donations to nonprofit organizations around town throughout the year. We have done RED (Remember Everyone Deployed) t-shirt Friday in honor of our military, and Pierce Goes Pink last October for cancer awareness. We have a handful of employees involved in law enforcement support this summer. We will be partnering with Care Camps starting this October to help raise money and awareness for kids with childhood cancer. In addition, Pierce participates in Shaw Floors St. Jude program where certain carpet and carpet cushion products donate to kids with cancer. Through that program and all Pierce locations across the state



we have contributed over \$100,000 since inception.

What makes your business popular with families?

A huge part of selling flooring, cabinets and area rugs is to make sure that our products serve everyone in the home. If you have pets, children or someone in the home with allergies, we have products designed with everyone in mind. Kitchen design is even more detailed in the customization. We ask who does the majority of the cooking and if they are right- or left-handed, so the flow of the kitchen is both functional and ergonomically correct. Almost every family comes in with needs of their flooring or cabinets and we can always recommend or design a solution for them.

Favorites

Rimrock Cabinet Co.,
547 S. 20th St. W., Suite 7
Lowe’s Home Improvement,
2717 King Ave. W.

KITCHEN SUPPLY STORE

**Bed Bath & Beyond,
49 years in business**

2821 King Ave. W.
(406) 656-2590
bedbathandbeyond.com

Favorites

Liberty & Vine Country Store,
2019 Montana Ave.
Target, 403 Main St., 2601 Central Ave.



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406-969-5394**



SHOPPING



LIGHTING CENTER

**One Source Lighting
and Home Décor,
17 years in business**

100 24th St. W.
(406) 655-7949
onesourcebillings.com

Shanna and Lauri of One Source Lighting and Home Décor provides every single client with the utmost in customer service, knowledge and oftentimes, friendship. When clients are working on a project, they aim to get to know them on a personal level. This helps Shanna and Lauri understand how they are going to use a client's home space and provides them with the knowledge of how to best light it for their needs. They spend as much time possible with their clients so they can to understand their needs, wants and how to enhance their homelife.

What brings customers back to your business?

The personal connection. Over the 17 years in business we have developed strong relationships with our clients. This connection builds their trust in us to always treat them right, give them the best service and the best product. We are thankful that through these relationships, they often refer their family and friends to us.

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

There are only two of us here: Shanna and Lauri. From delivery, to warehouse, to data entry, to client meetings, to the retail floor, us two do it all. Oh, and we both hate broccoli.

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

I am born and raised in Billings and Shanna has spent most of her life here. We love our community and love being a part of it. Our clients become friends and we are often given the opportunity to volunteer for local organizations and events that help our community.

What can customers expect when they walk through your doors?

A fun and upbeat atmosphere that has recently gone through a minor renovation. New flooring, new displays and new products. We try to think outside of the box and show product that you will not see in person anywhere else.

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

This is our 12th win, and I purposely did not advocate for votes. I wanted to win because it was earned. I am incredibly proud and humbled to have owned this title for so long.

What are you most proud of?

Our perseverance. My little business has been through a lot. We have grown and we have downsized. We have had ups and we have had downs. This roller coaster of a venture is one of the scariest I have ever been on, but I would not change it for the world.

What's your secret to good customer service?

Listening.

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

I have been a volunteer with the Billings Clinic Classic for 14 years. I also assist with Pack the Place in Pink and last year lit up Skypoint with pink lighting.

Favorites

Rimrock Lighting, 2950 King Ave. W.
Lowe's Home Improvement, 2717 King Ave. W.

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SHOPPING



LINGERIE STORE

**TLC Lingerie of Montana,
29 years in business**

1400 Broadwater Avenue
(406) 655-9400

Favorites

Victoria's Secret
Rimrock Mall, 300 S. 24th St. W.
Adam & Eve Stores, 1211 Mullaney Lane

MATTRESS STORE

**Mattress King,
34 years in business**

1702 Grand Ave.
795 King Park Drive
311 N. Seventh Ave., Bozeman
(406) 256-5464
mattresskingmt.com

Quality sleep affects overall health and function – and that has a lot to do with the mattress. And like a pair of shoes, the right mattress needs to perfectly fit the individual for optimal performance.

At Mattress King, the staff understands the pressures of finding the right mattress for the right price. They do not want customers feeling overwhelmed or confused – they are there to guide clients every step of the way. The Bed Match Sleep Scan narrows it down to only the mattresses that will help the buyer find the rest they need – the scan is free and takes under three minutes. The end result is a significant life change – happy and well-rested – now, that's a dream come true.

What brings customers back to your business?

Treat people the way they want to be



treated. We do not operate on commission so we can have a pressure-free environment for our guests. People appreciate that, and I think that is one reason we have been voted best mattress store 21 years in a row.

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

Montana is the best place to live. We consider it such a privilege to serve what I think are the best people in this country.

What's your secret to good customer service?

Provide better service than found anywhere else. That's why with our massive in-stock inventory, our sleep scan, and same-day delivery options we can get our guests the right mattress selected and delivered super-fast. Many of our guests

have told us how easy and fun it was selecting their mattress with us. That totally charges our battery and makes our day.

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

People may not realize just how many people in our community don't have a bed to sleep on. It's more than you think. We partner with many local charities to get those in need not just any mattress, but the right one that will help provide the rest they need.

Favorites

Slumberland Furniture,
7185 Trade Center Ave.
Time Square Furniture & Mattress,
856 Shiloh Crossing Blvd.



OPTICAL STORE

**Bauer & Clausen Optometry,
12 years in business**

100 Brookshire Blvd., Suite 2
(406) 656-8886
billingseyedocs.com

The team at Bauer & Clausen Optometry says excellent patient care does not happen by accident, it happens by appointment. Their commitment to high-quality care and products has earned Bauer & Clausen Optometry three Readers' Choice wins this year for best eye clinic, best optical store and best optometrist.

The team at Bauer & Clausen Optometry carefully listens to each client and ensures all questions are answered to help patients feel confident in their eye-care health and future.

With four doctors on staff, it's easy to get in for anything from a red eye visit to a comprehensive eye exam or anything in between. Patient care, comfort and satisfaction is the top priority, and it shows.

What can customers expect when they walk through your doors?

The Bauer & Clausen eye care experience is designed, start to finish, with the patient in mind. Our doctors ensure

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406-534-9565

2341 Broadwater Ave., Billings, MT 59102

www.BillingsTechGuys.com



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



**Stuart's
House of Vacuums**

Come See Us at 3127 Central Ave • (406) 656-8681 • stuartshouseofvacuums.com
Serving Montana for more than 45 years





SHOPPING



that patients of all ages receive customized care in a comfortable environment using the latest in vision technology. Our trained opticians work one-on-one with every patient to ensure that each pair of glasses fits and functions properly. Our eyewear gallery is stocked with over 1,000 high quality frames, hand-picked to fit virtually any face, purpose or style. From the Patient Care Coordinators in the front to the Technicians in the back, we work as a team to provide high quality vision care for the whole family.

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

We are so proud to be voted Best of the Best in Billings. We know that vision care is a very personal choice. We are proud that our patients not only choose us but recommend us to their friends and other community members this way.

What's your secret to good customer service?

Our secret to good customer service is a coordinated team approach and training, training, training. We believe in staff development and invest time and energy in creating a culture of excellence.

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

Bauer & Clausen is proud to work with Tumbleweed to provide vision care to homeless and at-risk youth who might otherwise not have access to glasses and eye health care. We invest in these students' vision with hope that they can get the education they need to succeed in life in spite of their current circumstances.

In addition, this year we introduced an annual scholarship in the amount of \$2,020 to be awarded to one graduating senior from a Yellowstone County high school who plans to pursue education in health care. We are strong supporters of education and welcome the opportunity to support community youth with an interest in caring for the health of others.

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

We treat our patients like family, ensuring that the highest quality vision care is just a phone call away. Our doctors and staff are attentive and focused on providing customized care for each patient, answering questions, and providing education and information for all things vision.

Favorites

Heights Eyecare, 430 Lake Elmo Drive
Barnett Opticians, 2203 Broadwater Ave.



PAINT STORE Sherwin Williams, 154 years in business

929 Grand Ave.
2019 Grand Ave.
2051 Rosebud Drive
(406) 245-7155
sherwin-williams.com

Favorites

Billings Paint Center, 1904 Grand Ave.
Ace Hardware, various locations

PET STORE Dee-O-Gee, 2 years in business

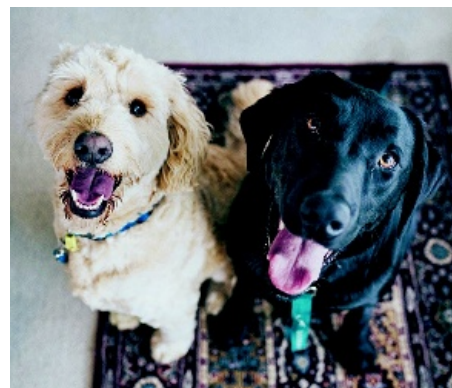
27 Shiloh Road, Suite 1
(406) 534-4245
billings.dee-o-gee.com

Only two years in business, Dee-O-Gee has made a lasting impression with Billings pet lovers winning two Reader's Choice categories: Best Pet Store and Best Pet Groomer.

Dee-O-Gee is the only business in Billings that offers such a large selection of holistic food and treats, professional dog grooming and dog daycare. They truly care about the well-being of every pet that comes through their door and will attend to that pet as if it is one of their own.

What keeps customers coming back?

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



delivery or in-store pickup.

What makes your business a good place to work?

Who wouldn't love to work with dogs? In addition to being part of a progressive, locally owned business (and, working with dogs) our employees receive free pet food, company matching retirement plan and annual PTO leave.

Because of the growth in our now award-winning grooming salon, we are currently hiring groomers to keep up with the demand.

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

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

What can customers expect when they walk through your doors?

A smiling face, a clean well-lit shopping experience for your pet's food and supply needs that does not smell like a feed store or a wet dog.

You'll find dog and cat products that are unique at not available at mass produced outlets. It is truly a one-of-a-kind shopping experience for your pet.

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

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

Favorites

PetSmart, 2510 King Ave. W.,
1537 Main St.
Lovable Pets Bakery and Boutique,
1313 Grand Ave.

POWER EQUIPMENT STORE

Ace Hardware, 96 years in business

various locations
(406) 656-1446
acehardware.com

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

What can customers expect when they walk through your doors?

They can expect outstanding service in a clean and healthy environment provided by their friends and neighbors. This year especially they know that we have been there to take care of their essential needs, and that they can continue to count on us to be the "helpful place" for many years to come.

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

Best of the Best means that you have worked for a long time to develop a positive reputation in the community. It means that our customers trust us and are loyal to us, and that they count on us to be helpful and friendly.

What are you most proud of?

This year we are most proud of the efforts of every single person on our teams who has gone above and beyond the call of duty to keep our doors open, our shelves stocked, our premises clean and safe, and who have shown their care for our communities.

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

We strive to treat people the way that we would like to be treated, and to exceed expectations.



SHOPPING



What makes your business popular with families?

We are kid friendly, pet friendly, senior citizen friendly (our parking is close to our stores) and we truly enjoy taking care of people.

Favorites

Lowe's Home Improvement, 2717 King Ave. W.
The Home Depot, 2784 King Ave. W.

RUG STORE

Pierce Flooring & Cabinet Design, 96 years in business

2950 King Ave W.
(406) 652-4666
pierceflooring.com

Voted Best of the Best in not one but three categories this year, Pierce Flooring & Cabinet Design takes the wins for Best Flooring Store, Best Kitchen Cabinet Store and Best Rug Store in Billings. The success of the business is also measured by the length of time Pierce Flooring & Cabinet Design has served the Billings market – an impressive 96 years. The longevity and victory for the company is no fluke.

"To be voted the Best of the Best in the three categories that our business operates means that we are living and breathing our mission statement and the customers feel that after doing business with us. For us, it's about serving our clients and we hope others will choose Pierce Flooring & Cabinet Design because they know that they will get treated right and we can make their house the home they have dreamed of," said Amy Schulte, Marketing Coordinator at Pierce Flooring Stores.

What's your secret to good customer service?

Communication with all those involved in each project is imperative. Our sales



team talks to our installation team to make sure everything is on point. In addition to that, we invest a ton into our sales staff and our installation crews to know the latest products, service, installation requirements and manufacturer education. We truly believe that service comes from knowing the facts, looking up the details, and making sure everything will work together prior to the sale.

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

We take pride in doing the right thing. Carpet and pad that are removed from homes are recycled. It costs our company extra to ship literal tons to be recycled rather than going into the landfills all across the state. For us, it's about doing the right thing rather than taking the cheap and easy way out.

Pierce Companies has been in business for 96 years and customer service has been

at the center of our operations the entire time.

What makes your business a good place to work?

One of the benefits of working for a family-owned business is that you are treated like family from the moment you walk through the door. Whether it's to shop or come to work, we make everyone feel welcome. Many of our employees have been with us for 5, 10, 20 or 30+ years. We recently implemented a Pierce Cares program (which focuses on four branches of recycling, community, sponsorships and donations, and volunteering) and our employee involvement in the community has increased tremendously.

Favorites

Carpet One Floor & Home of Billings,
505 S. 24th St. W.
At Home, 905 S. 24th St. W.

RV DEALER

Bretz RV & Marine, 53 years in business

2999 Old Hardin Rd.
(406) 248-7481
bretzrv.com

Favorites

Pierce RV Supercenter, 3800 Pierce Parkway
Big Sky RV of Billings, 6708 S. Frontage Road

SELF-STORAGE FACILITY

Homestead Self Storage, 29 years in business

3300 Central Ave.
450 S. 20th St. W.
19 West Wicks Lane
(406) 640-3172
homesteadstorage.com

Favorites

AAA Storage, 803 Cerise Road
King Storage, 5221 King Ave. W.

SHOE STORE

Scheels, 118 years in business

1121 Shiloh Crossing Blvd.
(406) 656-9220
scheels.com

Favorites

Time Out Sports Inc.,
1595 Grand Ave., Suite 270
Shoe Carnival, 909 Shiloh Crossing Blvd.

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you,
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you're pretty
special, too.

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MIDTOWN
FLOWERS

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Creative Home Illumination and Home Decor



one source lighting

100 24th St W #3, Billings, MT 59102
406-655-7949
onesourcebillings.com



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SHOPPING



SPORTING GOODS

**Scheels,
118 years in business**

1121 Shiloh Crossing Blvd.
(406) 656-9220
scheels.com

Favorites

The Base Camp, 1730 Grand Ave.
Cabela's, 4550 King Ave. E.

TIRE STORE

**Tire-Rama,
43 years in business**

Various locations
(406) 245-3161
tirerama.com

Favorites

Lisac's Tire Supply of Billings,
3112 King Ave. W.
Staley's Tire & Automotive Inc.,
9300 S. Frontage Road,
1245 Central Ave.

VACUUM STORE

**Stuart's House of Vacuums,
50 years in business**

3127 Central Ave., Suite 3
(406) 656-8681
stuartshouseofvacuums.com

Stuart's House of Vacuums has been serving the cleaning needs of the Billings community for 50 years. The staff is knowledgeable and can help find solutions for all your cleaning needs. They can offer advice and information not available from any other outlet – a benefit of 80 years combined experience and product knowledge on a large variety of vacuum cleaner brands and models.

What brings customers back to your business?

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

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

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

What makes your business a good place to work?

We are a family owned and operated



company and honestly enjoy working together. The only person who isn't "family" should be, because he's worked with us for 15 years.

What can customers expect when they walk through your doors?

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

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

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

What are you most proud of?

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

What's your secret to good customer service?

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

door.

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

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

Favorites

Target, 403 Main St., 2601 Central Ave.
Bed Bath & Beyond, 2821 King Ave. W.

WINE STORE

**City Vineyard,
20 years in business**

1335 Golden Valley Circle, Suite 2
(406) 867-1491
cityvineyardwine.com

Favorites

Yellowstone Cellars & Winery,
1335 Holiday Circle
Levity Bar, 1027 Shiloh Crossing Blvd., Suite 8

WINDOW & DOOR STORE

**Win-Dor Industries Inc.,
34 years in business**

1305 Fourth Ave. N.
(406) 248-2051
windorindustries.com

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

What makes you stand out from the competition?

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

What brings customers back to your business?

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

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



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

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

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

What can customers expect when they walk through your doors?

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

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

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

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

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

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

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

Favorites

Pella Windows & Doors of Billings,
2520 Grand Ave.
406 Window Co., 3039 Grand Ave., Suite B



SPORTS & ENTERTAINMENT



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Shop online at BILLINGS.DEE-O-GEE.COM

BOWLING ALLEY

**Sunset Bowl,
61 years in business**

1625 Central Ave.
(406) 656-6211
sunsetbowlmt.com

Favorites

Fireside Lanes, 1431 Industrial Ave.
Town & Country Lanes,
6126 U.S. Highway 312



CATS OR GRIZ?

**Montana State University
Bobcats,
127 years in business**

#1 Bobcat Circle, Bozeman
(406) 994-CATS
msubobcatclub.com

Favorites

Montana Grizzlies,
32 Campus Dr., Missoula



What makes your event (or attraction) popular?

Golf gets you outside with your friends enjoying views, fresh air and friendly competition.

Favorites

Yellowstone Country Club,
3200 Paul Allen Way
Peter Yegen Golf Course,
1390 Zimmerman Trail

CASINO
**The Vig Alehouse & Casino,
11 years in business**

501 Hilltop
(406) 281-8484
thevigalehouse.com

Favorites

Bugz's Casino, 1341 Main St.
Rendezvous Casino & Burger,
2300 King Ave. W.

GOLF COURSE
**Pryor Creek Golf Club,
39 years in business**

1292 Pryor Creek Road
(406) 348-3900
pryorcreekgolf.com

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.

KARAOKE
**The Red Door Lounge,
45 years in business**

3875 Grand Ave.
(406) 259-6419
thereddoorlounge.com

Favorites

The Crystal Lounge & Bar, 101 N. 28th St.
Play Inn, 1432 Main St.

LIVE ENTERTAINMENT

**Pub Station,
6 years in business**

2502 1st Ave. N.
(406) 894-2020
thepubstation.com

Favorites

Alberta Bair Theater, 2801 3rd Ave. N.
Craft Local, 2413 Montana Ave.



MARTIAL ARTS SCHOOL

SK Martial Arts
Gracie Jiu-Jitsu Billings,
6 years in business

777 15th St. W. Suite D
(406) 696-8021
graciejiujitsuillings.com

"Along with 35 years of martial arts experience, I also bring 18 years of law enforcement, and six years of military experience to the table. We are teaching real world self-defense that has proven itself in the field. We are Montana's only Gracie Certified Training Center," said owner Shane Weinreis.

Gracie Combatives® is a beginner program for adults. In this program students learn the 36 core techniques of Gracie Jiu-Jitsu (also known as Brazilian Jiu-Jitsu or BJJ) in a fun, safe and cooperative environment. Each one-hour lesson addresses one standing and one ground self-defense technique, which are further broken down into simplified drills or "slices" to facilitate the learning process. Students can start the program at any time and participate in any class without previous experience and, since safety is our number one concern, there is no competitive sparring in this program.

What brings customers back to your business?

Our customers feel comfortable in the environment we provide and confident in what we are teaching. Our staff is top-notch; their goal is to help our students succeed. Even more important is the friendly atmosphere provided by all our incredible students. Everyone is extremely cooperative and always helping one another out. We keep our facility extremely clean including our lounge, locker rooms and showers.

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

Although Gracie Jiu-Jitsu® consists of more than 600 techniques, studies of real fights conducted by members of the Gracie Family have shown that 36 techniques have been used more often and with greater success than all the other techniques combined. Originally developed for the U.S. Army, Gracie Combatives is the only course that is entirely dedicated to the mastery of these 36 essential techniques. You need absolutely no experience to start this program. Our instructors conduct all classes in a cooperative training environment and are committed to ensuring that every new student has an informative, enjoyable experience regardless of age, gender or athletic ability.



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

Being voted Best of the Best is a direct reflection on our amazing students and instructors. I could not ask for better students or better instructors. God has blessed us. Our students are the core of our school. We have some of the Best of the Best students, and we are so proud of them. Without our students and their support we would not have a business. Our students took the time to vote for their school, and we are very appreciative of that. During COVID-19 we were forced to shut down. We continued to

offer classes in other ways such as Zoom. The students that were able to continue to support us did so, even through the rough months. Words cannot express our gratitude. It is because of them we are still open today.

What are you most proud of?

One reason I started this school is because I realize firsthand the tough and sometimes violent world we live in. I did not want to be worried when it was time to send my little boy off to school, and I was not going to be there to protect him. In the last five years we have seen countless lives

changed. Everything from little kids being bullied in kindergarten, to teenagers be harassed in high school, and adults that have always had low self-esteem. It is always heart breaking to hear stories of people being bullied, picked on, or even beat up. I have heard of parents pulling their kids out of school and moving somewhere else because it is so bad.

Usually within six months of training we see students start to carry themselves differently. They start to walk with confidence, they talk louder, and they look you in the eye. This new confidence carries over into all aspects of their life. It brings us so much joy when we hear stories of how a kid stood up to a bully to defend himself / herself or someone else. We are constantly hearing the success stories from kids and adults of how they are now able to stand up with confidence to defend themselves in a nonviolent way. This joy gives us the motivation to keep on helping others learn self-defense.

What makes your business popular with families?

Families are always concerned with being in a safe environment; safety is our number one priority. We have an extraordinarily strong family atmosphere. The families we have here are top-notch. So many of our students have made new life-long friends with other students they have met at our school.

We have programs for everyone in the family: Little Champs for 5-7 year old, Jr Combatives for 8-14 year old, Combatives for beginner adults, Women Empowered for women only, and Master Cycle for our advanced students. We have several families where the kids and parents are taking classes and enjoying being able to be involved with something they can do together.

Favorites

Martial Arts Academy of Billings,
528 Lake Elmo Dr.
The Grindhouse, 1617 1st Ave. N.

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(406) 446-2610
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Favorites

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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!**

