



Awards Organisers:  
**Business Kapiti Horowhenua Inc.**  
PO Box 783  
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## Positive Posture

Customer Choice – Service entrant

### ELECTRA BUSINESS AWARDS 2013 Customer Choice Entrant Feedback

#### Important notes:

The finalists and winners of the Customer Choice awards for 2013 were determined solely by voting via the Business Kapiti Horowhenua Inc website ([www.bkh.org.nz](http://www.bkh.org.nz)) during the period voting was open.

Rules for voting are promulgated on that website. Votes cast were analysed using a formula. The contents of this formula will not be disclosed beyond the Awards Assessors and Judges.

This report is intended to provide you some feedback on the voting. How you use it is up to you and BKH Inc bears no responsibility for any actions you may or may not take as a result. We always advise that appropriate consideration is given, and advice obtained.

If you wish to obtain more feedback about your business/organisation, please enter the Excellence Awards in the future.

#### Average scores (out of 4) from customer voting

The staff at this business are:	The response times to my requests are:	The quality of services delivered are:	Overall my experience with this business has been:
3.9	3.7	3.9	3.8

#### Voters Comments

Attached is a list of most of the comments made by voters when voting for you. This may not be all the comments received, as we have removed any comments which potentially compromised the identity of the voter.

They are provided in the hope you find them useful.

*Karen is always accommodating and provides an excellent service.*

*Karen is magic.*

*In all the years I've had back trouble I've never come across anyone else who could get to the root of the problem and resolve it very quickly.*

*I had some health issues I thought I would just have to put up with forever but one visit to Positive Posture and I was on my way to being fully mobile*

*Karen may have a small business in comparison to the other entrants and not have such a huge network of people to count on for votes but if you are seeking to honour businesses that truly value their customers, go the extra mile, are flexible and care passionately about their customers then you could look no further than Karen. She attends professional*



*development opportunities and shares information and seeks to genuinely relieve pain for her patients and enhance the quality of their lives. In comparison her business may be small but is extremely high quality and Horowhenua Kapiti region is fortunate to have such a service available locally. (I have know Karen due to being treated by her for several years now and this has prevented me having to visit osteopaths as I had to previously)*

*Karen's knowledge and expertise has benefited me for over two years know with treatment/massages before and post operations due to some accidents. Karen also does explain what muscles and moves she is going to do to ease and avoid more pain.*

*Excellent*

*I have only been a client of Karen at Positive Posture for about 2 months, but during this time she has had amazing results with a back injury that I sustained about 4 years ago. Karens knowledge of what she is doing and how she can help me is invaluable. She is sympathetic and encouraging in her manner, with a long term goal to wellbeing.*

*I have been a client of Karen's for a number of years now and I always have no hesitation in recommending her services. She is extremely knowledgeable and her massages are second to none. Karen is very accommodating, warm and friendly.*

*Karen is a lovely lady as well as being very knowledgeable and very good at her craft.*

*Karen at Positive Posture is superb, she has such in depth knowledge and is dedicated to the bigger picture of our health.*

*Great service ,highly recommended.*

*Karen is extremely knowledgeable and thorough. Her treatments bring real results in improving mobility and reducing pain. She is an excellent communicator.*

*Would recommend*

*I went to Karen after being told about her from a friend as I had sore shoulders for some time Karen had me feeling so much better by the time I walked out that I went back many times and called it body maintenance. I was in my own business at the time and it was quite stressful at times Karen was able to help me in many ways to cope with my life style*

*Karen provided great customer service to me throughout my interaction with her. I really felt a connection with her and felt that she provided genuine customer service. I would recommend anyone to her in a heartbeat.*

*I found Karen made me feel at ease always very professional and very knowledgeable when it came to any ache and pains and was able to advise me and help me with these.*

*I would recommend this business to any of my direct family, friends or just anybody really*

*Karen is wonderful with her remedial massage certainly seems to get all the kinks out as promised*

*I found Positive Posture outstanding and the results brilliant and now only require appointments for the occasional maintenance. Thanks Positive Posture.*

*I was sent to Karen when no one else seemed to be able to help with my frozen shoulder. I found her ability to be excellent and I improved under her guidance. Her "bedside manner"*



*was very reassuring as was her after treatment help. She is a positive addition to our health community*

*They take the time to investigate your concerns and make a positive change.*

*The best, most professional person, that i would recommend to anyone who needed, or didn't need, but would benefit from, a massage Very knowledgeable, constantly learning more, & will take the time to listen to you*

*I have been utilising Karen's services for several years and enjoy the variety of services she offers. I often remark about and encourage others to go to her for support for health issues.*

*Karen provides a very positive experience with a huge knowledge base. Karen has grown her knowledge over the years that I have worked with her and is always striving for continuous improvement.*

*Karen is very passionate about her business and is there to give ongoing help and support even after your appointment is over.*

*Takes a real interest in providing researched advice to assist with rehabilitation.*