

HARDWARE ASSOCIATION OF VICTORIA (HAV) INDUSTRY AWARDS 2009

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**Congratulations to Tania Strauss. Nominated from over 100 candidates.
Dual winner of the 2009 HAV Representative/Merchandiser of the Year Award.**

The recent Hardware Association of Victoria (HAV) awards dinner was held at the Powerhouse function centre on Albert Park Lake.

Over 100 people came together to celebrate a successful, if challenging year and honour the members of our vibrant industry who have made an outstanding contribution over the past 12 months.

The attendees included people from all aspects of industry from hardware stores, hardware suppliers, and key industry participants.

This year's attractive program acknowledged and encouraged the pursuit of excellence in customer service, diversity and business strategies amongst the Victorian hardware sector.

Hardware retailers have the opportunity to nominate their outstanding Representative / Merchandiser & Supplier / Agent who continually shows them excellent customer service and support throughout their business dealings. The Award is designed to showcase those outstanding people.

When asked what winning the award meant Tania said: it's a great recognition from my customers. I'm in my 20th year in the hardware industry, 10 years of those spent with Sutton Tools and I have the greatest respect for the Sutton family. "Winning the award was a welcome recognition of the value I bring to the company. And it's not only about how much I sell. It's about the cyclical nature of the business. My customers have to get value out of their buying, be able to onsell those products and make money for themselves too. About her win, Tania says with a smile: "When I won the award, for the first time in my life, I was speechless!"



Paige Hastings from Selloys, Colin Joell Sponsor from Dulux, Tania Straus of Sutton Tools



About Sutton Tools:

Based at Thomastown, Melbourne, Sutton Tools is Australia's largest manufacturer of engineering cutting tools and power tool accessories. The Australian-owned company is a fourth generation family-owned business which employs more than 400 people. Visit www.suttontools.com.au

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