



2004 BBB Awards for Excellence



Excel Automotive Technology

A "one-stop" shop for vehicle needs, this small, family-owned and operated business, strives to provide quality service. Their

strong commitment to customer service is reflected in their motto, "Where quality comes second...only to honesty."

Staying on top means keeping up with technology. Learning new skills and utilizing new tools is an ongoing process and is an important part of doing the job right the first time. Congratulations to Excel Automotive Technology, a 2004 Awards for Excellence recipient in the Small Business category.



Btek

Offering professional information and technology and financial resources across a full-service spectrum, Btek

believes people matter. With a guiding purpose to "generate positive experiences so everybody we touch wins," they have a firm belief that it takes teamwork to succeed.

Employee coaching and mentoring is well thought out, which includes a comprehensive training program to help employees achieve success. Forward thinking, Btek is attentive in order to ensure their goal of delivering consistent, quality service that communicates to the marketplace that Btek gets it done right. Congratulations to Btek, a 2004 Awards for Excellence recipient in the Medium Business category.



John Moore Services

"Call John, Get Moore" is more than a catchy slogan. For John Moore Services, it is a reflection of what a customer can expect from every one of the team members. With a 35-year

reputation for prompt service, quality workmanship and customer satisfaction, their solid business ethics have been a factor in their successful growth as a company.

As a small, family owned business, employee satisfaction is important. Field employees are salaried, not commissioned, helping to ensure service not competition. Weekly management team meetings foster open communication, creative problem solving and maintain morale. Important issues for a business based on customer trust and referrals. Congratulations to John Moore Services as the recipient of the 2004 Awards for Excellence in Small Business.



Anderson Ford Mercury

As their motto states, "It's about higher standards, lower prices and good people," and Anderson Ford Mercury excels in these areas. Their emphasis on ethics and fair business practices demonstrates their commitment to integrity and quality.

All sales personnel are required to be certified by the leading industry association and they are the only dealer in Texas with 100% certification. The certification course emphasizes ethical treatment of customers and supports Anderson's commitment to honest and fair treatment. With a proven methodology for ensuring customer satisfaction, they have one of the highest Customer Satisfaction scores for a Ford dealer in their representative zone. Congratulations to Anderson Ford Mercury, 2004 Awards for Excellence recipient in the Medium Business category.



KANALY TRUST COMPANY
The choice of a lifetime.™

Kanaly Trust Company

A pioneer of the independent trust company and pure fee-only financial planning, Kanaly Trust has experts in tax, law,

investments, real estate, mineral interests and more. Family owned and operated since 1975, Kanaly actively manages and oversees billions in assets for individual clients.

As a recognized leader in pure fee-only financial planning, Kanaly does not sell any financial products. This allows them to make objective recommendations and take action totally in a client's best interest. The Kanaly Way is based on multi-generational planning, implementation and ongoing maintenance. Retention of key personnel ensures continuity of services. Congratulations to Kanaly Trust Company, 2004 Awards for Excellence recipient in the Medium Business category.



Choice Homes

Specializing in providing quality, affordable homes to first time buyers, Choice Homes has to be customer focused. Their decentralized structure allows managers to make decisions in

the field as they have first-hand knowledge of customer needs which results in continued high customer satisfaction ratings.

Relying heavily on cutting edge technology, Choice Homes remains one of the most efficient builders in the nation. A customer-focused culture contributes to their success and corporate personnel participate in homebuilding activities every quarter to keep in touch with their business. Congratulations to Choice Homes, a 2004 Awards for Excellence recipient in the Large Business category.

The Better Business Bureau Education Foundation and the *Houston Business Journal* congratulate this year's recipients of the 2004 BBB Awards for Excellence. This prestigious awards program recognizes businesses and non-profits in the Greater Houston area for their achievements and commitment to overall excellence and quality in the workplace.

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A&E – The Graphics Complex

Founded in 1964, A&E Products is still a family run business. It was once a small blueprinting shop that has now

grown into a single source for printing and graphic needs. Today their corporate vision is “to be a provider of world class customer service – the standard by which others are measured.”

The friendly, “can do” culture is not centered on just meeting customer needs but anticipating and exceeding them. The corporate values and beliefs make A&E a fun, dynamic and creative place to work. This commitment is described as “internal customer service.” Congratulations to A&E – The Graphics Complex, a 2004 Awards for Excellence recipient for the Large Business category.



Serving Houston's Homeless Since 1907

Star of Hope Mission

Star of Hope Mission has been serving Houston's homeless since 1907. Initially providing shelter care only to men, in 1986 they responded to a growing need and opened a center for women and children.

Looking beyond just shelter and more to providing the tools necessary to re-enter mainstream society, Star of Hope established Houston's first Transitional Living Center serving single women, single parents with children, and intact families.

Star of Hope Mission is a member of the Evangelical Council for Financial Accountability and has measures in place to assess performance of their financial capability to ensure maximum impact of contributed funds. Congratulations to Star of Hope Mission as a recipient of the 2004 Awards for Excellence, Large Non-Profit category.



Family Services of Greater Houston

Since 1904, Family Services of Greater Houston has been working

to strengthen individuals, families and communities and to provide children and families with the tools they need to improve their lives. The commitment of Family Services to their mission is reflected in their planning and measurement process, as well as their overall operations.

Celebrating 100 years of service, Family Services has changed as Houston has changed, but their commitment to their clients and staff has kept them front and center in supportive counseling and therapeutic services to those in need. Congratulations to Family Services of Greater Houston, a 2004 Awards for Excellence recipient in the Medium, Non-Profit category.

Honorable Mention, Non-Profit



Families Under Urban and Social Attack (FUUSA)

The goal of FUUSA is to address societal problems affecting families by empowering them through education, advocacy and intervention. As a community-based organization, service to their client base is the priority.

In existence since 1989, this agency has grown from one program to 18, with a culturally diverse staff of 50 employees, 90% with undergraduate degrees. Congratulations to Families Under Urban and Social Attack as an Honorable Mention in the Non-Profit category for the 2004 Awards for Excellence.



NEIGHBORHOOD CENTERS INC.
LIFTING HEARTS. BUILDING FUTURES.

Neighborhood Centers Inc.

Founded in 1907, Neighborhood Centers Inc. is one of the oldest and largest regionally based non-profits in the nation. Its mission is to bring resources, education and connection to underserved neighborhoods. In 2003, NCI

served more than 173,000 individuals and families in the Greater Houston area.

Neighborhood Centers recognizes that they have two customer bases consisting of both the people they help in the community, and the organizations and individuals that provide funding for their programs. Measures are kept on the effectiveness and efficiency of contributions and their use. Congratulations to Neighborhood Centers, a 2004 Awards for Excellence recipient in the Large Non-Profit category.

Honorable Mention In Business



Retriever Payment Systems

Founded in 1986, Retriever Payment Systems is one of the fastest growing U.S. merchant acquirers, providing

credit card and other related processing services to small and medium sized merchants. In 2003, Retriever processed approximately \$8 billion in merchant volume.

The company's priority is to maintain exemplary customer service and group support. Retriever has a very clear understanding of their primary customer and their source of competitive differentiation and advantage. Their success in targeting customer satisfaction is demonstrated by their low level of customer attrition, which is much lower than industry peers. Congratulations to Retriever Payment Systems, 2004 Awards for Excellence Honorable Mention in Business.