

**Heather Graham**  
**Rotary Pride of Workmanship Award from the**  
**Rutherford/Telarah Rotary Club**



**Interview**

1. What does customer service mean to you?

"It is the core of what my work ethic is about – it's my main priority and it means everything to the customer as well – it's what our business revolves around".

2. What do you love about your job?

"Member focussed – customer orientated – the people".

3. What do you like most about working at HCCU?

"The credit union movement foundations - where we come from, and the Holiday Coast Culture – friendly staff around me".

4. What have you enjoyed about being awarded the Rotary Pride of Workmanship?

"The recognition in the community and congratulations from members and fellow staff"

5. What words of wisdom do you have for people starting out in their careers?

"Find what you love to do in your role and run with it, take hold of every opportunity that comes your way".

6. Where do you see yourself in 5 years?

"Still at a Credit Union, hopefully HCCU - possibly in a more community orientated role within the Maitland/Hunter area."

**"The award was something that took me by surprise with a member approaching me. In the last 12 months I've just been trying to do my job and it wasn't a goal I was striving for – it was unplanned, so good things come when you least expect it. Thankyou to the Rutherford/Telarah Rotary Club and Mgmt at HCCU for recognising my day-to-day efforts "**