

Volume 14  
December 2012

## Christmas Trading Hours



Thursday 20 December – LAST ORDERS:

Friday 21 December

Monday 24 December

Tuesday 25 – Christmas Day

Wednesday 26 – Boxing Day

Thursday 27 December

Friday 28 December

Monday 31 December

Tuesday 1 Jan – New Year's Day

Wednesday 2 January - Holiday

Thursday 3 January

Friday 4 January

7 to 11 January

12 January onwards

5pm

8.30 to 5pm

Closed

Closed

Closed

8.30 to 5pm (Skeleton staff)

8.30 to 5pm (Skeleton staff)

8.30 to 5pm (Skeleton staff)

Closed

Closed

8.30 to 5pm (Skeleton staff)

8.30 to 5pm (Skeleton staff)

Reduced staff levels

Normal service

As our 13th year in business draws to a close we look back on the past 12 months with gratitude to all our customers for their continued support, resulting in three record months during the year, the need for a night shift, extra staff in customer services and assembly, and a new bigger supplementary building for stock.

We put in place two staff initiatives this year – a very successful staff training programme for those where English is not their first language and throughout the year we have been rewarding staff for helping others to deliver great customer service through our monthly Customer Service Excellence Award.

We are enormously thankful to our staff for their hard work and commitment under the extra pressure and we look forward to 2013 knowing we have added strength in some key staff roles.

We thank all our customers for your wonderful support and wish you all a safe and happy Christmas.

Best wishes,  
Malcolm Box  
Managing Director

### From the Desk of the Marketing Assistant

I was taking a day off – just one  
Felt I needed to soak up some sun  
As I sat on my deck  
Thought my emails I'd check  
Ah, working from home is such fun!

Then my eyes opened wide with a fright  
When a customer's email came in sight  
Said he needed an Ad  
Was he stark raving mad?  
For a real BIG event **that same night!**

Yes - the ad must be "ready today"  
Well I just about fainted away  
How could this be done  
From my seat in the sun?  
I just didn't know what to say

But then slowly I started to grin  
Thought - he's pulling my leg, what a sin!  
But no - "The catch is" he said  
(As I read on with dread)  
"The ad must be in **Mandarin**"

**Mandarin**!!!!!! - what on earth could I do?  
Grab my grandson and go to the zoo?  
But then out came the sun  
Another message had come  
"Sorry - email was not meant for you!"  
Phew!!!!

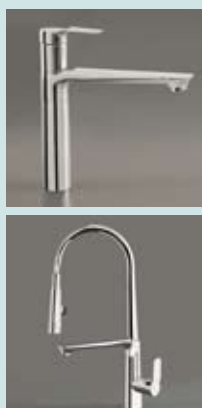
**We're on the Web!**

Come and see us at [www.aquatica.co.nz](http://www.aquatica.co.nz)

**aquatica**

**NEW**

**Alina**



**Zento**



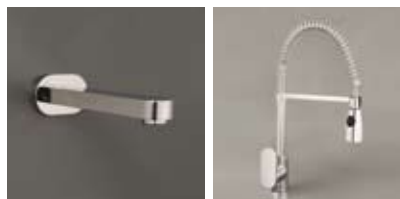
**Forté**



**Mia**



**Kudos**

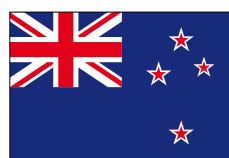
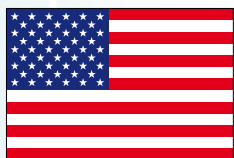


**Latino**



## Meet the Staff @ Aquatica

### Rick Branum - Aquatica's first USA Import!



After immigrating to New Zealand in April 2012, Rick joined Aquatica's Inventory Administration four months later. He came with a stable but varied background including 6 years as a hands-on Logistics Manager and a United States Air Force Veteran.

Rick moved to NZ with his partner to be closer to family and friends, and to enjoy the lifestyle that NZ offers. He says the stable weather here allows him more time to enjoy the

outdoors, especially on day trips around the North Island, exploring the different cultures, sites (and sights) that abound!

We welcome Rick to Aquatica and thank him for introducing us to variations on existing words, one of which is "Bro-shoo-er" a.k.a. brosher (brochure!).

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##### **Wellington**

Peter Kruk

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##### **Christchurch**

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