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TORONTO SUN 2007 CONSUMERS' CHOICE AWARDS FRIDAY, AUGUST 24, 2007



PRIME MINISTER - PREMIER MINISTRE

It is with great pleasure that I extend my personal greetings to all those attending the 2007 Consumers' Choice Awards Gala, in Toronto,

In business, there is no greater compliment than earning the trust and loyalty of your clients, and the respect and admiration of your peers. I congratulate everyone receiving the prestigious Consumers' Choice Award this evening for their achievements in business excellence and customer service.

On behalf of the Government of Canada, please accept my best toishes for a memorable evening and for continued success.



For the past 21 years — and 11 of them in Toronto the Consumers' Choice Awards have been recognizing companies in cities all over North America as the best in their respective business in terms of quality, service, value and appearance.

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The unique thing about the Consumers' Choice Award is that these businesses are chosen by consumers - those who use their products and services - rather than a panel of judges.

On these pages, meet some of this year's Consumers' Choice Award winners from the Toronto area, chosen for their business excellence in a variety of categories, including automotive, business services, general services, medical services and restaurants.

ontents **REILLY LOCK**

Locksmith

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THE TORONTO SUN 333 King Street East, Toronto, Ont., M5A 3X5 L VICE PRESIDENT, ADVERTISING Sandy Muin

DIRECTOR, ADVERTISING SALES Lesley Annett 416-947-2297 RETAIL ADVERTISING SALES REPRESENTATIVE Michelle Ostrowski MANAGER, SPECIAL SECTIONS/CREATIVE SERVICES Penelope Wild EDITOR Diane Janes 416-947-2328 · GRAPHIC DESIGNER Sarah Didycz COVER PHOTOS Debbie Holloway and Consumers' Choice Awards

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Don't miss the **Consumers' Choice Awards Show** Sunday, Aug. 26 at 5 p.m. on Global TV Channel 11



DAVID MILLER

A Message from the Mayor

It is with pleasure that I extend greetings and a warm welcome to everyone attending the 11th annual Consumer's Choice Award.

Business is vital to Toronto's growth and prosperity and plays a fundamental part is building a fiscally successful city. As a leading North American city, Toronto is creating, along with key partners, a business triently atmosphere by helping companies create jobs; regenerate seighbourhoods and beosting our reputation for fourism.

The Awards recognize and honour the achievements of individuals and companies who all help this happen. You have excelled in your respective fields and made significant exprime, political and cultural contributions to the well-being and development of our community and notices at large.

Tonight, I join with others in congratutating this year's award recipients. You exemptify excellence, creativity and entropreneurship and your hard work and commitment have inspired many to strive for excellence.

On behalf of Toronto City Council, I congratulate everyone incolved in organizing mis event and offer my very best wakes for a most memorable and onjoyable evening. Please accept my best mishes for continued success.

Yours Inuty.

Buid Mille

Mayor David Miles

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Constant + Marganese · Jud Floor · Toronic (Dennis Mills 202) (en. 1997 · Colail Rayon, will offer solo

your commitment to building a stronger, more prosperous Ontario.

Please accept my best wishes for a memorable evening and much

ongoing success.

June 4, 2007

Dalton McGuinty Premier

On behalf of the Government of Ontario, I am delighted to extend warm greetings to everyone attending the $11^{\rm m}$ annual Consumers'

A PERSONAL MESSAGE FROM THE PREMIER

Choice Award (CCA). The CCA recognizes the Greater Toronto Area's top business leaders -Ine COA recognizes the Greater Toronto Area's top dusiness leaders — both companies and individuals. I applaud the Consumers' Choice Institute for its vision in initiating these awards. In doing so, it is not only rewarding the best in the business, but also inspiring others to

achieve excellence. To tonight's awards recipients - congratulations! I commend you all To tonight's awards recipients — congratulations! I commend you an for the vital contributions you have made to the GTA business community. By leadership and example, you have demonstrated the tremendous potential that can be achieved through drive, determination and hard work. My colleagues and I greatly appreciate more commented to building a through more proportions Ontario. TORONTO SUN 2007 CONSUMERS' CHOICE AWARDS FRIDAY, AUGUST 24, 2007

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Action ChemDry finest in carpet cleaning cares for the GTA's carpets — ensuring a 2007 Consumers' Choice win!

Avoid using wet, soapy solutions to "clean" your carpets. Soaking wet carpets may look clean for a short while, but the residue soap scum dries to become a sticky mould and dirt attractor. This in tum may smell musty and cause allergic reactions.

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environmentally friendly top quality process to clean carpets and upholstery fabrics. This parented process is approved by the leading manufacturers for most carpet and fabrics including oriental rugs. We are part of a world-wide network. Together we serve every style of home, including famous royal palaces. We use natural, safe, low allergenic, nonpolluting products. These unique qualities delivered by our team of friendly, polite professionals have helped us to achieve a 99% customer satisfaction rating.

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results, demand outstanding quality and the finest guaranteed and warranted service in carpet and upolstery cleaning, please call us for further information. We are your safest choice and your best value.

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Captain John's Harbour Boat Restaurant



eafood Restauran



Anyone who's ever been at the foot of Yonge Street at Queens Quay has noticed the big white ship, the Jadran, docked there. That Toronto landmark is Captain John's Harbour Boat Restaurant, and anyone who's ever been there will tell you it's a mouth-watering experience in seafood dining.

"The seafood platter is the most popular dish," says Captain John himself, John Letnik. "Sometimes when one table gets it, the whole room ends up with it."

Seafood staples such as snapper and halibut are excellently prepared along with unique items such as shrimp, cabbage rolls and shark steak, although nontraditional itemssuch as pasta, beef steak and chicken are a hit with diners as well.

Captain John's also specializes in weddings, banquets of all forms, and corporate events. "We've had wedding cere-



a mouth-watering experience in seafood dining

says. "People get married right here and go inside for the reception."

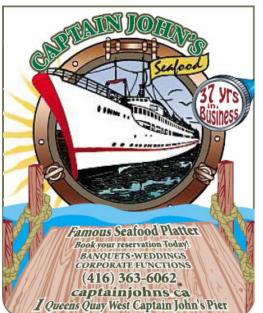
Letnik's story and the tale of Captain John's is a Canadian success story. Born in the then-Yugoslavian province of Slovenia, he left his family behind and escaped communism at the age of 15 by sneaking across the border into Austria. While living there with distant relatives, a Red Cross official asked him if he'd like to go to Canada.

On Aug. 8, 1957 he arrived by boat in Quebec City and hopped a train to Toronto. Letnik took a job as a houseman at a golf course and later as a dishwasher at St. George's Golf and Country Club. Working his way up to second chef, he eventually saved enough money to buy his own restaurant, a small place downtown on Dundas Street. In the short time he had been in the country he'd done amazingly well, but he had bigger plans in mind.

In 1966, Letnik took a well deserved European vacation. It was while crossing the Atlantic on the S.S. France, where meals were served in the ship's elegant dining room, that he came up with the idea of someday owning his own floating restaurant in Toronto. Three years later he found the boat he was looking for, a badly weathered former Detroit fireboat and Manitoulin Island ferry, the S.S. *Normac*. In the spring of 1970 it was tied upatifs "temporary" berth at the foot of Yonge Street and the transformation into first-class restaurant began. On Aug. 8, 1970, 13 years to the day after Lemik first arrived in Canada, Captain John's opened to a curicus and eager public.

The restaurant proved to be so popular that Letnik knew he would have to expend, and a tigger boat was needed. In 1975, he purchased the M.S. Jadran from the Yugoslavian government and brought it across the pond. The Jadran was a sleek, 296-ft. cruise ship with capacity for 700 passengers, which had sailed the Black and Adriatic Seas for almost two decades. The current Captain John's opened in 1976.

Captain John welcomes you to dine or host your next event of any site, at his floating Toronto landmark at the foot of the longest street in the world. To make reservations or inquire about booking a wedding or banquet call 416-363-6062.



To book your reservations visit or call: 1 Queens Quay West • Captain John's Pier • 416-363-6062 • www.captainjohns.ca



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Dogs have always held the coveted position of "man's best friend." But since the twin towers fell on 9/11, their value to man has increased exponentially in some circles.

This year's Consumers' Choice award winner Intelligarde International knows just how invaluable our furry friends can be and how hard they work to keep us all safe. Intelligarde has long had a canine unit, but since 9/11 they're busier than ever.

And with the arrest in Canada of suspected terrorists, Intelligarde's bomb detection business is really taking off, says Ross McLeod, president of Intelligarde International.

The company's elite group of specially trained dogs sets off to work every day with a single goal in mind — to sniff out bombs and explosives. "We're working on a major contract with the parking authority of Toronto to cover some of the more sensitive parking lots — the lots that are likely tenrorist targets." McLeod says. "We work eight hours a day, everyday, for the parking authority."

Unlike some detection dogs, Intelligarde's dogs are trained to sniff out catastrophically destructive bombs — the kind that brought down the Alfred P. Murrah building in Oklahoma City. People coming and going from Toronto City Hall, the Eaton's Centre, and the Sheraton Centre can breathe a little easter knowing that the Intelligarde detection teams are hard at work in the area.

The dogs check vehicles entering underground and vicinity parking lots, and conduct overall searches of the area. "If anything catches their noses, we check it out more thoroughly," McLeod says.

This specialized canine unit is made up of Labrador retrievers and German shepherds. "They're people-friendly," says Carol Matthews, manager of Canine Services at Intelligarde. "But they're never allowed to interact with the public."

Running multiple explosive detection units requires a substantial investment in the proper infrastructure. For one, all the dogs are kept in air-conditioned comfort on hot days, and are only worked for limited amounts of time before being rested. That's why Intelligarde usually has a number of dogs on duty at a single location. While some dogs rest, others patrol the area.

In the U.S.A., canine units like this are quickly becoming the norm. "In Manhattan an established business won't rent office space in a building that doesn't have this service in their parking lots," McLeod says. "I think it's going to become a selling feature for downtown towers here in Toronto too. Along with asking what it costs to lease office space, prospective tenants will also want to know what terrorist counter-measures the building has in place."





Security Guard Services – Loca

OYOT

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Don Valley North Toyota Number one and growing

100

Don Valley

Winning top spot in the Consumers' Choice category of Best Car Dealer — Japanese is a matter of having all the right numbers for Don Valley North Toyota.

The dealership and service centre has been Canada's number one volume Toyota dealer since 1973 (the year it opened) — proof that customers keep coming back year after year.

The reasons why Don Valley North is such a first-class operation are a perfect case study in how to run a business that keeps customers happy. From its pre-delivery inspection

centre in Gormley, to its service centre that's open six days a week until 9 pm. Monday to Thursday to its dedicated Customer Development Centre, Don Valley North has

over 20 languages

all the bases covered. Don Valley North is also number one in preowned and used cars — all authorized through TCUV (Toyota Certified Used Vehicles).

It takes a lot of manpower to stay in the top spot for so many years. The fact that Don Valley North Toyota has such good tenure among its 163 employees is another reason customers trust this dealership. Understanding that a well-informed staff is a quality staff, employees are regularly trained in new trends, upgrading their knowledge of the best Toyota has to offer. Expect everyone at Don Valley North Toyota to be up-todate on everything auto-related. And seeing as good communication is the key to good things, at Don Valley North Toyota you can buy or lease a vehicle, or get top-notch service in more than 20 languages.

... Don Valley North Toyota speaks your language. You can get top-notch service and expertise in over 20 different languages ...

Everyone feels at home when they can communicate with the staff in their native tongue.

• Our People Know What You Are Looking

Everyone who walks through the door of the dealership shopping for a new vehicle is guaranteed an experience that's different from the others. Before making a buying decision, expect to get a full product presentation, a thorough demonstration drive, a walk through their inventory and a walk through their service department — acquainting you with their expert service staff.

Don Valley North Toyota also offers a Platinum Plus Card — a unique concept that adds value to the vehicle ownership experience. Think of it as a rewards card that

you receive free of charge when purchasing a new or used vehicle. Accumulate points at Don Valley North Toyota every time you come

in for service and you can earn a discount of up to \$1,500 on your next vehicle purchase. If all of this isn't good enough, Don Valley North Toyota will be getting bigger and better next year when their new, six-acre, 106,000-sq.-ft. facility (pictured above) opens right next door. Comfort is the theme at the new facility, which features, among other things, a 60,000-sq.-ft. upgrade from Toyota's current space and 42 service bays. The new environmentally-friendly complex plays perfectly to the Japanese philosophy of Kaizen, meaning "change for the better" or "improvement." It's another example of why the best can keep getting even better at Don Valley North Toyota.

ome Don Valley North Toyota. For • · Dealer - Japanese

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over 20 languages

ENGLISH + CANTONESE + MANDABIN + KOREAN + JAPANESE + FARCI + FRENCH + VIETNAMESE + FILIPINO + ARABNC + HINDI + TAMIL + URDU + MALAYALAM + MARITHI + GUJARATI + LEBANESE + ARMENIAM + PUNJABIL + SPANISH

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3120 STEELES AVE. East of 404 • www.dvnlt.com • 1-800-379-7568 *As per Toyota Canada's Armual Sales Records



Celebrating the BEST

This year's Consumers' Choice gala was held on Monday, June 4 at the Stage West Theatre, and included business owners from over 90 categories. In addition to the many awards handed out throughout the evening, there were four honourees who took this year's title in the following categories: Business Woman of the Year, Annette Verschuren; Woman of the Year, Annette Verschuren; Business Man of the Year, Paul House; and Man of the Year, George Stroumboulopoulos. An objective survey of both the general public and businesses determines who these winners will be every year. "The (award) reflects a choice made freely by consumers — it represents the most valuable reward of all: that of knowing they earned the trust and loyalty of consumers," said Ami Peleg, president of Consumers' Choice Award.

All of the winners receive a plaque, and the right to display the Consumers' Choice logo in their advertising for a year. After that they will be judged again by the ones who matter most — their consumers.

xcellen

Man of the Year George Stroumboulopou

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Above: The Honorable Donna Cansfield, minister of transportation, presents Zoro Muffler's (left to right) Frenchie Martin, Jeff Boychuk and Jack Quinn with their award. Left Karim Samna, owner of Action ChemDry, and his wife Rebecca, owner of Montfort Oakville Restaurant. Bottom left: Carmine Panaro, CEO (left), and Nick Migliore, president, both with Reilly Lock Ltd. Bottom right: Ross McLeod, president and CEO, and his wife Lisa, executive vp, both with Intelligarde International.

TORONTO SUN 2007 CONSUMERS' CHOICE AWARDS FRIDAY, AUGUST 24, 2007

From left to right: Scott Cho, v-p of Leger Marketing, with the LCI team: Rozana Bugheru, Karen Williamson, Gordon W. West, Taneille Turrie and Tina Singlaha. Below: William Chan, of Don Valley North Lexus Toyota, and his wife San. torontosun.canoe.ca



MPP Donna Cansfield, minister of transportation (left), Ami Peleg, president and CEO of the Consumers' Choice Awards, and MPP Sandra Pupatello, minister of economic development and trade and women's issues.

and trade and women's issues. Below: Sandy Muir, Toronto Sun v-p advertising (centre), with Doan Le and Song Duong, both with Bamboo Garden/Bamboo Legend.







Above: Toronto Sun publisher Kin-Man Lee (centre) with the Organized Interiors team left to right Mike and Anna Albo, Enrico Tersigni and Brian Noonan. Left: Conrad Galambos, senior markeding manager for MDG Computers Canada, and his wife Alison. Right: Frank Zad, president of Beam Canada. Below right Giancarlo

Fortino, general manager for Acura of North Toronto.

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No appointment necessary We hear you coming!



MUFFLER

Some things are best left to a specialist. While a jack-of-all-trades knows a little about a lot, a specialist knows everything about his field of expertise, and can therefore tackle even the most demanding problems with finesse.

When it comes to exhaust systems, no one comes even close to the level of expertise demonstrated by the team at Zoro Muffler. The company was started back in 1968 by Jack Boychuk, and for the past 40 years Zoro has focused its resources and energies on one single thing — exhaust systems.

While most exhaust shops have diversified over the last 20 years — into brakes, front end, tires, tune-ups and oil changes - Zoro Muffler has concentrated to an increasing extent on exhaust. "Every year we get more and more specialized," company president Jeff Boychuk says.

pany with a 40-year history would still be focusing all their energies on a single market, but as Boychuk points out, "Maybe that's why we're the last remaining exhaust

only specialty shop in North America." The fact that Zoro Muffler continues to

specialize allows the company to develop certain abilities and talents the competition can't even dream of. For starters, Zoro's staff has been described as "the best of the best." Boychuk says, "They continually impress me and our customers by their innovation and constantly evolving talents and techniques."

Since specialists need very sophisticated tools, Zoro's has a complete arsenal all under one roof, including mig welders, a tig welder, two pipe benders, chop saws, band saws, plasma cutters and more everything an expert needs to get the job done right the first time.

Zoro's also stocks an extensive inventory, thereby assuring they can tackle whatever project comes their way without Some may think it unusual that a com- having to ask the customer to wait. "The amount of exhaust parts for all the different makes and models has increased exponentially over the past 20 years," Boychuk says. "Most companies have aban-

doned stocking parts because of this. They order from the warehouse as the need arises. Zoro's, on the other hand, has expanded our inventory to make sure we have all the newest parts on hand at all times."

Performance enthusiasts have also come to appreciate Zoro's expertise. Whether it's custom work, or exhaust kits, Zoro Muffler has the parts enthusiasts want and need. "We've started selling an exhaust system for the Pontiac Solstice and GXP using Solo Performance products," Boychuk says. "We've sold these kits in over 30 states and all of the provinces in Canada."

Eager to expand their product offering, Zoro is currently looking for new and exciting exhaust products. "We are very happy with the results of our Solo Performance line," Boychuk says. "These stainless performance mufflers offer unique characteristics not usually seen in traditional performance mufflers."

The news about Zoro Muffler and the quality of their workmanship has reached ears way beyond the borders of the GTA.

Some customers go to extraordinary lengths to see the experts at Zoro. Although they could easily consult with local muffler shops, they choose instead to drive for lor hours (sometimes as muc as nine or 10 hours away) just to bring their vehicles to the specialists at

Zoro Muffler. "We're very happy to see that our reputation speaks for itself," Boychuk says. "People have heard about our specialized talents and abilities, the expertise of our staff, and the quality of the products we carry. They're coming to us from further and further away, and we're just glad we can help them. We love a challenge and we take great pride in our work.

SUSPENSION: Shocks, Struts, Coil Springs. **TO OUR CUSTOMERS:**

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We would like to thank each one of our more than 1.275.000 customers that have helped make Zoro Muffler what it is today. Without your continued support, confidence, and referrals to your family and friends, we could never maintain our superb staff, huge inventory, and the best service of any muffler shop anywhere. You are why we are here.

TO OUR STAFF:

Thank you for your dedication to customer service. Thank you for the expertise and knowledge you possess. And thank you for your discipline to perform every day.

Thank you for voting

Zoro Muffler

as the Consumers' Choice **#1 Muffler Shop**



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PONTIAC BUICK GMC 3400 DUFFERIN ST. TORONTO



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Half a century of <u>Streat SetVice</u> Humble 1956 storefront location has blossomed into a 90,000 sq. ft.



For more than 51 years, Plaza Pontiac Buick GMC Limited has been an integral part of North York's growing community. What used to be a tiny dealership on Bathurst Street, has grown and evolved into a landmark currently located at 3400 Dufferin St.

The original location — not much larger than a variety store was initially opened by Morris Stein in 1956. The space was so limited that they only had room to put a single vehicle on display, with the rest of the inventory stored off-site at Keele and Trethewey.

In 1959, Stein jumped on the opportunity to expand his business and took over an existing dealership at 989 Eglinton Ave. W. By 1966, construction was completed on the building that currently serves as Plaza's home, and the dealership began to sell Pontiacs, Buicks, and GMC vehicles.

Fast-forward to 2007, and the humble storefront location first opened in 1956 has blossomed into a 90,000 sq. ft. full-service dealership,

laza situated on over seven acres of land.

Although automotive sales have changed dramatically over the decades, general manager Robert Stein, who is the third-generation of Steins to operate Plaza Pontiac Buick GMC (his father, Herbert, began running the family business in 1968), asys his family's focus on customer service has remained a constant over the years.

"Obviously, the cars themselves have changed considerably in 44 years and the industry is far more competitive," Stein says. "There are more manufacturers and more models than ever before, but it's customer service that sets us apart. It's what we've always believed in."

The loyal customers that keep coming back to Plaza generation after generation are a testament to Plaza's success.

"We have one customer who bought his first car at our Bathurst Street location more than 44 years ago, who still deals with us," Stein says. "There are lots of loyal customers, but he's one of the

DU'Ve and even boasts an in-house restau- parts and acce

TODAY - Plaza Pontiac Buick (3400 Dufferin St.) is located across from Yorkdale Shopping Centre at the 401

... Once you've experienced the Plaza difference, you're sure to join the countless number of satisfied customers who keep coming back again and again ...

long-term guys."

One of the reasons Plaza Pontiac Buick GMC has been so successful, is that the dealership goes above and beyond the call of duty in the customer service department. That fact alone has allowed the dealership to rise to — and remain at — the top, as one of the largest volume Pontiac Buick GMC dealerships in Canada.

Plaza offers free shuttle service, free refreshments for customers, and even boasts an in-house restaurant. "We also wash every car we service, whether it's just an oil change or a major repair," Stein says.

In addition, the dealership runs regular car care clinics in order to educate both new and used vehicle purchasers how best to care for their investments. The clinics also allow customers the opportunity to get better acquainted with dealership staff. Free food and prizes are always part of the program.

Despite all the free extras and the attention to detail, Plaza still manages to offer great deals with competitive vehicle and service pricing, as well as daily service specials performed by GM Goodwrench-trained technicians in a fully equipped service department.

Plaza is also a one-stop-shop experience for all car needs. Besides the new and used vehicle departments and the service department, Plaza customers have convenient access to a full-service body shop and a well-stocked parts department with a wide variety of GM parts and accessories, as well as a complete line of Goodyear, Michelin and Uniroyal tires.

Plaza is also light years ahead of the competition with a sophisticated website — www.plazagm.com — that allows visitors to search through the dealership's vehicle inventory, apply for pre-approved credit, and book service appointments, all from the comfort of home.

To see firsthand what sets Plaza apart from the competition and has kept them on top for more than 51 years, visit Plaza Pontiac Buick GMC — conveniently located right across the street from the Yorkdale Shopping Centre. Once you've experienced the Plaza difference, you're sure to join the countless number of satisfied customers who keep comine back again and again.

keep coming back again and again. As of 2006, the Plaza Auto Group has added a new member to the family: PLAZA HYUNDAI, located at 248 Rexdale Blvd. in Toronto. Visit www.plazaauto group.com or call 416 748-2555.



Reilly Lock: Solid reputation for hi-tech innovations

lookout for the latest

and more innova-

tive technologies

- whatever it

takes to better

serve the cus-

tomer. To that

end, the company

security features.

has introduced the GTA

properties from anywhere in the

This year, Reilly Security is celebrating 75 years in business. The Reilly's Group of Companies was established in 1932 under the name Reilly Lock Ltd. Back then, the company specialized in one service - locksmithing. Today, they offer a complete menu of security services, and cater to both the commercial and residential markets.

'Our company was started by the Reilly brothers," says Nick Migliore, who together with his partner Carmine Panaro, own and run the Reilly Group. "The Reilly brothers started Reilly Lock in the 1930s with their headquarters on Yonge Street in Toronto.

Fast-forward to 2007 and that small family business has blossomed into four distinct divisions - Reilly's Security Services, Reilly's Security Systems, Reilly Lock and Reilly's Locksmith.

This diversity allows Reilly to offer a complete line of security services under one roof — everything from replacing locks and installing safes and alarm systems, to closed circuit TV monitoring, complete high end security access systems, and security guard services.

"We have an entire guard division. with 300 security guards and growing," Migliore says. Reilly Security Services offers a comprehensive list of protection services including mobile alarm response, patrol and enforcement, on-site security guards, loss prevention and certified K-9 patrol.

Reilly Security Systems carries an extensive line of quality alarm systems from well known brands such as Honeywell, Caddx and DSC. They offer everything from dependable residential alarms to intricate security systems for businesses, complete with insurance certificates.

Over the decades, Reilly Security has managed to build an impressive portfolio of prestigious clients, including the ON Tower, the Rogers Centre, Union Station, CanWest Global, and the Royal York Hotel. Although much of their business

is in the GTA, to better serve customers in cottage country, Reilly Security bought Barrie-based Paul's Locks and Alarms Ltd. Both companies have extensive experience in the residential and business markets, including the commercial, corporate, industrial and high-tech sectors. Their on-site installation teams in Toronto and Barrie connect

everything from locks to surveillance equipment.



world via the Internet. Reilly Secuto some truly outstanding Take for instance, a technology that allowshome and cottage owners to see what's going on at their

rity will install cameras anywhere on a property and allow you to see what's going on anytime day or night. "Our customers simply access the camera by typing in an IP address over the Internet," Migliore

says. "That way they can see a live image of what's going on.

This type of forward thinking and desire to bring the newest and greatest services and technologies to their customers is what sets Reilly Security apart from the competition. Little wonder they're the Consumer's Choice winners. Congratulations Reilly!

Reilly's celebrating **75** years of providing Toronto businesses and residences with all their



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Security Professionals Since 1960.

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Securityneeds.

As the most established security professionals in the Greater Toronto Area, Reilly Lock™ is renowned for carrying a complete line of the most advanced security products on the market. The Reilly Group Of Companies is your best security solution provider for all your commercial, residential, industrial and corporate security needs. Reilly's, celebrating 75 years of being the standard to which all security is measured.

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Unique approach to learning

"We are very pleased to learn Academy of Learning has been awarded the Consumers' Choice Award "" (TCA) in the Greater Torcotto Area for the third consecutive year," said Deepak Manchanda, operations and admissions manager for Academy of Learning, TCA is a prestigious tribute to businesses and professionals and is recognized on all levels by government and business leaders.

With more than half a million alumni across Canada, Academy of Learning is proud of their students' achievements in gaining career success and working in their chosen careers, in areassuch asaccounting, lusiness, healthcare, office administration, call centre and customer service, and information technology. The College has produced several new, high quality programs and courses, including a Marketing Co-crdinator and Help Desk Support Analyst diploma program.

This year also marks the 20th anniversary of Academy of Learning. The Academy began in Canada in 1987 as an organization specializing in computer and business training for adult learners. Today, more than 90 colleges are in located in Canada with several colleges operating internationally.

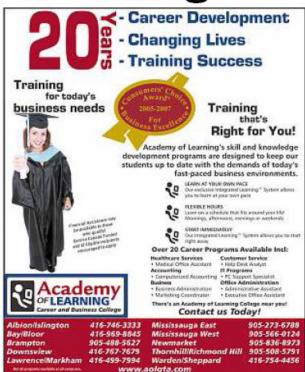
Academy of Learning's unique Integrated Learning TM System is a competency-based method of learning that integrates all five senses. Audio and visual instructions are used to explain concepts and guide students through initial skill-based applications. Hands-on tasks give students an opportunity to apply those skills to real life situations. Students learn by doing, not by just listening. The System allows students to begin programs immediately, getting them started in their career sconer. The Academy helps students address their specific learning needs, ranging from job specific skills, to personal skills required for effective integration into today's workplace. The criginal patrners, Ben Shtang and Max Lacob. had a vision based on three simple concepts. The main goal was to give students the best system and best education their money could by. This vision was centered on working towards the student enjoying their program, fieling satisfied and gaining knowledge. The second goal was to have a venture that finchises who were presionate about training, could run and operate, while sharing and believing in the unique approach to learning. The final goal was to have a system that would enable the visionaries of the company to continue to grow and develop products for a changing and challenging job market, while meeting the needs of the student. These three comestones continue to be the focus within the comparison codav.

"As we continue to develop our approaches to learning, we always remember that the student comes first," says Derek Hamill, current president and CEO.

Academy of Learning in the Greater Toronto Area is registered and approved by the Ministry of Colleges and Universities under the Private Career Colleges Act, 2005. Visit www.aolgta.com.



Deepak Manchanda (left), operations and admissions managerfor Academy of Learning, and Brian Rosenberg (right), vice-president operation Eastern Canada Division, with Smtt Choof Lear Marketine.



of tires & rims

They don't call it Tire World for no reason. The aptly named tire superstore in Brampton is a hit with consumers who are looking for reasonable deals on new and used tires, as well as rims. Their 20,000 sq.ft. store in Brampton also specializes in installation, tire balancing and Mag wheels. Too often an unconsidered factor in safe driving, good tires are key and Tire World

is the place to go when you need them. Tire World has been keeping customers satisfied and coming back for more than two decades. "Every comer store seems to offer tires," Similas says, "But we are exclusive to it, strictly tires and rims."

Tire World's staff of 10 carry every imaginable brand of new and used tires for cars, trucks, vans and SUV's, including all the big names such as Yokohama and Hercules. Tire World is located at 9 Melanie Dr., just south of Steeles Avenue between Highway 410 and Airport Road in Brampton. Business hours are 8 a.m. to 6 p.m. Monday to Friday, and 8 a.m. to 1 p.m. on Saturdays. Tire World is closed on Sundays.

For more information, feel free to give them a call at 905-791-9497.

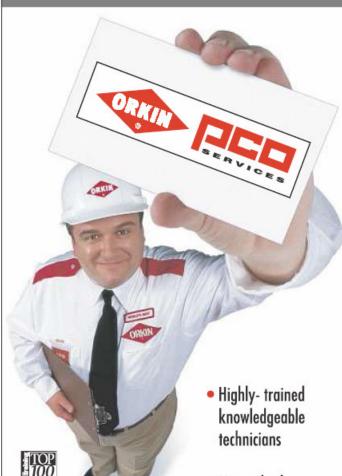
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rkin sets the standard for pest management

As one of the largest providers of commercial pest management services in North America, Orkin/PCO Services has set the standard for pest management in Canada. Its customized programs are backed by the industry's most comprehensive guarantees, helping it earn Consumers' Choice Award for Pest Control and Sanitation Services.

With more than 50 years in the pest control industry, PCO Services knows better than anyone what it takes to get rid of pests. Through its acquisition by Orkin in 1999. it gained another century of expertise serving Canada's unique pest control needs.

Orkin is the leader in the development of fast, effective and environmentally-responsible pest control solutions. Programs like Gold Medal Protection for Health Care and Gold Medal Protection for Food Processing exceed industry requirements and reflect its commitment to your needs.

Unlike companies that offer a cookiecutter approach to pest management and apply the same program to every kind of business or home, Orkin understands that each customer's pest control needs are unique

That's why the methods it uses to exclude or eliminate pests are customized to each environment, taking into account such factors as the physical layout of buildings and manufacturing facilities, as well as sanitation regulations and maintenance and storage practices.

Its Integrated Pest Management (IPM) programs call for aggressive sanitation and exclusion before chemical control options are considered. IPM methods may be biological, such as employing natural predators or parasites; mechanical, using traps or other exclusion techniques; or even cultural, such as focusing on better sanitation to prevent pest-conducive conditions.

Orkin's unique approach begins with quality on-site service, and is backed by a Quality Assurance Team of PhDs, entomologists, sanitarians and food safety experts. This knowledgeable team conducts regularly-scheduled quality control inspections to monitor and maintain quality levels and constantly optimize your ongoing pest management program.

Seasoned technicians adhere to American Institute of Baking standards and Good Manufacturing Practices. Orkin also offers hands-on training at its one-of-a-kind training facility, complete with a model home, termite pavilion, model restaurant kitchen, bar, hotel room, grocery store, warehouse, hospital room and more.

Award-winning training has set the Canadian standard for pest management and prevention in all categories of business, from commercial to manufacturing, industrial, shipping, mining, grain and government; it also offers residential services.

As part of its commitment to customer service, Orkin documents each aspect of its service. It proudly serves tens of thousands of commercial customers across the country, from small, locally-owned shops to national leaders in food and beverage processing, hospitality, healthcare, foodservice, retail, property management and many other industries.

Orkin is so confident in the effectiveness of its programs, it offers commercial customers a Triple Guarantee unsurpassed in the business. It also offers a comprehensive guarantee for residential customers. Call 1-800-800-ORKIN or visit www.orkincanada.com to learn more.



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And the winners are Consumers' Choice Award winners are listed first by name, then category and contact. Congratulations to all winners on a job well done.

AUTOMOTIVE

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3 LOCATIONS)

THE GARDEN BASKET FRUIT AND VEGETABLE STORE w.thegardenbasket.ca

www.fitnesssource.ca

This is a partial list of Consumers' Choice Award recipients. The above mentioned companies won the award and participated in the CCA promotional program. Clockwise from top: Business Man of the Year, Paul House; Woman of

the Year, Kathryn Humphreys; Business Woman of the Year, ette Versc

www.ccaward.com

Seager Hair Transplant Centre: Helping men and women turn back the clock

At Seager Hair Transplant Centre, the dedicated and highly-trained professionals understand that hair loss is about much more than thinning hair or a receding hairline.

"Hair loss and transplantation is not just about hair. It impacts your personality and how you perceive yourself," medical director Dr. Mark McKenzie says. "You don't have to accept the fact that you're balding. Many people are simply resigned to hair loss as a fact of nature, but we can roll back the clock and how you feel about yourself."

That compassion is among the reasons why Seager Hair Transplant Centre is the Consumers' Choice recipient for Hair Restoration Centre. It was founded in 1989 by renowned hair transplant surgeon Dr. David Seager, who was awarded the Golden Follicle Award from the International Hair Restoration Society in 2001, for his contributions to hair transplantation.

Located at Centenary Hospital in Scarborough, the Seager Hair Transplant Centre is a world leader in hair transplantation, medical hair restoration and the correction of hair loss for both men and women. It is dedicated exclusively to hair transplantation and has performed more than 9,000 surgeries.

The most common reason for hair loss is androgenetic alopecia, which is caused by a combination of genetics and hormones, and is part of your genet-



Dr. Mark McKenzie accepts the Consumers' Choice award from Scott Cho, director of strategic research for Leger Marketing.

ic blueprint. It affects both sexes, but typically affects men earlier than women. Hair loss can be aggravated by such conditions as iron deficiency, severe malnutrition, thyroid disease and elevated hormones.

Contrary to popular belief, your hair will not grow back thicker if you shave your head, take vitamins or change your diet. Though there are thousands of products that claim to fight hair loss, there is little scientific data to substantiate these claims. Many men and women can bene-

fit from hair transplantation. Seager Hair Transplant Centre's method of dense-packed follicular unit micrograft hair transplantation gives Seafer Hair Transplant Centre clients the optimum

opportunity to

... Dr Seager pioneered the one-pass hair transplant ...

meet their hair restoration goals and improve their self-esteem along the way

"Dr. Seager pioneered the onepass hair transplant," McKenzie reports. The method involves placing your grafts close enough together to finish a given area of the scalp in one session. That makes hair transplantation more convenient, less time-consuming, and ultimately, less expensive. "It's one of the things that make us unique," McKenzie says.

He graduated from the University of Edinburgh Medical School in 1985 and was licensed to practice medicine in Canada the following year. While researching hair loss in the

early 1990s, he became keenly interested in significant advances taking place in hair restoration surgery.

After training in these new tech niques, McKenzie launched his own hair transplantation career in 1994. He was invited to take over the reins of the Seager Hair Transplant Centre in 2006, and has demonstrated his techniques to plastic surgery residents from the University of Western Ontario and has lectured internationally to physicians.

As a hair transplant patient himself, McKenzie understands concerns about hair loss and the desire to ensure a hair transplant looks and feels natural. Because hair transplantation has long-lasting effects, he plans hair transplantation





not just for today, but for tomorrow. In one-on-one consultations, McKenzie takes the time to educate and guide patients so they can make informed decisions. "Each surgery is customized to a client's unique needs," he says. "It takes about 10 months to see the full results. It's a gradual process that's very natural."

Seager Hair Transplant Centre has earned a reputation for consistent results and exemplary patient satisfaction. It is committed to performing each step of hair transplantation to the highest possible standards.

ww.seagerhairtransplant.com to learn more and to book a complimentary or online consultation. Or call 1-888-377-3243.



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