

The logo for Nanaimo Daily News, featuring the text "Nanaimo Daily News." in white serif font on a blue rectangular background.The logo for Harbour City Star, featuring the text "HARBOUR CITY STAR" in white sans-serif font on a red rectangular background.

Drug store makes customer service a priority

[Kim Plumley](#) / Daily News

March 31, 2014 12:00 AM

Lantzville is a town of customer service. You experience it at the Lantzville Market, 4Cats Art Studio, the Post Office, at Kellers Jewelry, Lantzville Pub and at our local pharmacy, Central Drugs. The staff at Central Drugs provide exceptional customer service and the man there that takes it to a new level is Pharmacist, Russell Beales.

Last week when I went in to ask about something going on with me, Russell and his team took time and care to listen and help me out. I left there impressed and in awe of their skill.

I started asking people about their experience about Central Drugs and Russell - here are some of the replies I received:

"We have relied on Russell's knowledge and friendly service for many years. It's so good to have him here in Lantzville!"
Martha M.

"Russell went above and beyond and stayed open late to get medicine ready for my sick daughter. Great personal customer service."

- Laura J.

"I love Russell! couldn't survived child rearing without him." - Ursula V. "Never much like having to go to a Pharmacy, but when I do Russell is simply the BEST!!!" - Marilyn M. Russell Beales studied pharmacy at UBC and graduated 30 years ago and he celebrates 24 years in Lantzville this June. He is a huge part of this community. He says Lantzville has been good to him - I think it's because he is good to Lantzville.

Russell is a current day old fashioned pharmacist who knows everyone by name. Russell knows Lantzville and his customers.

He has a good story about why he carries a huge amount of breast pumps and supplies.

Actually, Russell always has a good story, a ready smile and some pretty awesome ties.

" Kim Plumley writes about Lantzville every Monday in the Daily News.

© Nanaimo Daily News