

SPOTLIGHT

putting our stars centre stage



Nomination Examples for Guidance

Innovative & Creative (go the extra mile)

Example 1:

“ The TTS team developed and implemented its own Christmas shutdown schedule and successfully saved energy over this period. They saved the University a total of 1380KwH. This is a great achievement and shows the growing commitment in the area for sustainability, demonstrating innovative thinking so we don't just carry on doing 'what we have always done'. This is also a great example of effective team work across the FD, and the team have contributed to a substantial energy saving which will benefit the entire University. ”

Example 2:

“ Over the summer a small project group implemented a new paperless membership system for SPA. This was in response to an acknowledged issue of the volume of paper being used and the length and inefficiency of the existing membership process. The group reviewed the options available, discussing with existing staff members and visiting other sites. We now have a process that has significantly reduced the amount of paper, need for storage space and enabled the receptionists to focus on customer interactions rather than filing paper! ”

Trust & Respect (know your stuff)

Example 1:

“ Viola is nominated for her amazing service and attention to detail within the work she does at Limm cafe. Viola has some very difficult - but thanks to her efforts - loyal customers who she now knows personally. Viola is very focussed and planned in her work, her cafe is spotless, she works by herself, remotely, and is in an area where there is a great deal of trust and respect required. ”

Example 2:

“ SPA hosted a prestigious BUCS Team Championships event for the University lasting over 2 days. SportsPark Weetwood hosted the Hockey finals and over the course of the days preceding the finals Leeds was covered in snow. On the morning of the finals, in order to ensure that the games could go-ahead, Gawaine was on site at Weetwood at 6:30am with the Ground Staff Team to clear snow from the synthetic pitches. This action exemplifies the behaviours and attitudes that we expect from the leaders in our department. We would also like to thank the Ground Staff for their hard work with this event. ”

Friendly, Fun & Positive Attitude (share a smile)

Example 1:

“ Recently there have been a number of events which have involved a member of the sales team having to work late evenings or sacrifice their weekends. On a number of occasions Mike has happily offered to be the individual to work these hours or support events such as Open Days and especially the recent Sky Ride event. He has done this without complaint on top of an already very full week. The way he managed the Sports Team’s involvement with the Sky Ride event was fantastic and he really mucked in and helped with moving heavy equipment around campus, setting up and dismantling the pop up ‘sports stall’, managing the staff on the day and getting stuck in and interacting with families and individuals making enquiries. ”

Example 2:

“ Natalie’s dedication to the launch of the meal deal promotion played a significant part in the delivery of a successful campaign. Natalie worked long hours to ensure all of the promotional material was in place. In spite of this and in the face of the incredibly tight deadlines to meet the launch date, Natalie always had a smile and maintained a positive attitude with all colleagues that she worked with. ”

Helpful & Supportive (show you care)

Example 1:

“ Zuzana has been really helpful and supportive of the new receptionists at The Edge and is driving to ensure they make the most of their shadow shifts. This was taken to the next level when the head receptionist was off sick; Zuzana took it upon herself to ensure that the new staff were still being trained and she reinforced their learning with them. This helped take pressure off the Duty Managers and kept our professional approach to training. The staff members who have been trained are really appreciative of the time and approach Zuzana used to help them learn. ”

Example 2:

“ A decision was taken to open the Maths Cafe until 2am to support students preparing for exams. This required the cafe staying open until 12.00 midnight for the first week and until 2.00am the following 2 weeks. Pauline and Margaret volunteered to change their working pattern in order to work the late shifts. They provided a supportive, friendly and welcoming oasis to students, selling drinks and comfort food within a relaxed and friendly environment. They never once complained, they were never late, and everything was left immaculate for the team who came in the following morning at 8.00am. The feedback received from the students was that they really did appreciate the service. We may not have made a fortune but we certainly supported and enhanced the student experience during exam time. ”