

in the SPOTLIGHT

News & Updates from Commercial Services' Staff Recognition Programme

April 2013



Stewart Ross
Head of Commercial Services

First Round of Spotlight Awards for 2013

The first round winners of this year's Spotlight Awards have been announced during an awards ceremony that took place at the beginning of April and we were pleased to receive a large number of applications from across Commercial Services, all of a very high standard. We had strong nominations across all four categories leading to some very tough decisions.

As we all know by now Commercial Services is full of outstanding people who are doing things all the time which really show our behaviours in action.

The Spotlight programme gives us the chance to recognise our outstanding colleagues who are role models for us all.

Round 1 - Categories

Helpful & Supportive - *show you care*

For the person, or team, who supports our customers by delivering an excellent service experience.



WINNER!

Bernie Small, Zoe Read, Lindsay Smith, Sue Fisher, Ann Power, Maggie Weircigroch, Paul Stone, Nela Mencner, Leire Uriarte-Echevarria (The CPU Team) – They have been instrumental to the successful implementation and delivery of the Meal Deal offer which was launched this academic year under Great Food at Leeds. This offer has improved sales within the retail cafes and has managed to help us stay competitive against all the external competition which surrounds our cafes. They have also supported Simon Wood by making 200-300 sandwiches for his buffet lunch offer, helping him secure more business for Delivered Services.



CPU Team



Highly Commended

Jemma Syms, Greg Hull, Martin Roscoe, Ryan Woodrup, Joanna Dean, James Booth, Kate Kenyon, Lauren Angus, Owen Kelly and Julie Blakeborough – After helping with the BUCS cross country event in February, the Team was once again thrown into the front line to serve teas and coffees to hundreds of cold, thirsty and tired competitors of the PICO cross country league. This required a very early start to their normal working day. Once all the cross country runners had been and gone, they then dealt with the regular Intra Mural football fixtures with their usual positive and helpful manner.



Julie Blakeborough, Owen Kelly and James Booth

Friendly, Fun & Positive Attitude - *share a smile*

For the person, or team, who always brings fun to others at work and who demonstrates a positive attitude in all that they do.



Dorota Gomulska –

Dorota has been working in the Catering Cash office covering a role due to staff shortages. Dorota usually works in the Refectory, so this is a big change in her daily duties. Originally Dorota was only supposed to be counting the daily takings received in the Cash Office, but because she has been so efficient, it has been possible for her to undertake additional tasks.



Dorota Gomulska



Rhonda Doig –

Rhonda has recently made a huge effort to manage her staffing levels to assist with meeting labour to sales targets. Whilst this has been extremely challenging for her to balance service levels and customer peak times, she always manages to portray a friendly, fun and positive attitude towards her customers and encourages her staff to follow suit. Her success with this has been displayed in finance reports and mystery shopper feedback.

Rhonda Doig



Jocelyn Payne, Matthew Crehan, Megan Hayes, Cesar Lozano Martinez, Joe Cooper –

The Parkrun Team deliver an exceptional experience to students and the local community each Saturday morning through Leeds Parkrun. Over the past year their commitment, dedication and passion has allowed Parkrun to grow and diversify. With this growth comes more challenges, but the team always work with these challenges to provide innovative ideas to ensure Parkrun still provides a positive experience to its participants.



Jocelyn Payne and Megan Hayes

Trust & Respect - *know your stuff*

For that great person, or team, who you can always trust and rely on and who also show respect to everyone they deal with.



Geoff Tooley –

There have been several occasions, where a client has forgotten to order some catering or a last minute request has come in when all delivered catering staff are unavailable and Geoff has helped to prepare the refreshments and physically take them to the venue. In addition to this his positive attitude and humour, make him an ideal colleague within a pressured service environment. He is always happy to help colleagues in need and will always be the first to help in a crisis.



Geoff Tooley



Lyn Hubbard



Andrew Brown

Innovative & Creative - go the extra mile



For the person, or team, who has come up with the most innovative idea in Commercial Services or who has ensured that we are always seeking new improvements and ideas.



Lucy Dollman and Lyn Hubbard – Lyn and Lucy work tirelessly to communicate the requirements of our customers to the Delivered Services Team. Liaising with Kitchen personnel and the Hire Room team they remain good humoured and enthusiastic, even when under considerable pressure. They meet with individual clients to better understand their needs and requirements and actively working to retain and develop business for Catering Services. Individually, Lucy has been awarded for her excellent customer service skills, patience and understanding and Lyn for the exceptional way she recently dealt with a difficult customer.



Andrew Brown – Andy took responsibility for pursuing a resolution to the problem of contractors booked to fix the cricket nets in The Edge repeatedly failing to turn up for scheduled work, or coming unprepared and having to re-book. They constantly failed to return emails and telephone communications, but Andy pursued this over a period of approximately 6 months to get a resolution. Due to the very poor service from this contractor, Andy researched and contacted an alternative contractor. Andy's work resulted in the new contractor being 'signed up' by University purchasing and they are now preparing to take over the major role of servicing and repairing our sports equipment.