

in the SPOTLIGHT

The latest results from Commercial Services' Staff Recognition Programme

April 2014



Stewart Ross
Head of Commercial Services

First Round of Spotlight Awards for 2014

We're pleased to announce the first round winners of this year's Spotlight Awards who received their certificates during an awards ceremony at the recent Commercial Services Leadership Lunch.

The standard of the nominations that we received was incredibly high and it's great to read so many good examples of teams supporting our values!

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.



Chelsea Bate – Chelsea delivers excellent best customer service. No matter whether she is working on the early, mid or late shift she is always consistent with her manner; extremely polite, professional and cheery. She goes out of her way to help customers, supports other teams such as the sales and marketing and health and fitness teams, and demonstrates a genuine passion for the department. She always wants the customer to have the best experience and clearly shows this.

When an exercise class has been cancelled last minute she is the first to pick up the phone and quickly call everyone on the register, being creative and offering them alternatives using her own initiative and apologises in a professional manner.



Chelsea Bate



Emily Walshaw – Emily is an energetic and enthusiastic member of the Health & Fitness Team and rightly regarded as one of the best Keiser Cycle instructors currently teaching at The Edge. Recently one of her weekly classes was removed from the class timetable but due to a huge response from her weekly attendees this class was promptly re-added; a clear example of how widely regarded she is among the Edge's customers. Emily is also an extremely successful personal trainer and due to her reputation she is able to generate business for herself and has many clients who continue to renew their Edge membership and purchase new packages due to the quality and standard of service she delivers.



Helen Loftus (on behalf of Emily Walshaw)



Luke Buswell, James Booth, Lucy Crowley, Lauren Angus, Rebecca Middleton, Charli Brunning, Bethan Davies and Tom Marshall – The Weetwood Operations Team has worked extremely hard in order to keep things working during a very challenging few weeks. Firstly, they went the extra mile in keeping the 5 aside pitches playable after a deluge of rain had rendered them completely flooded and unsafe. The only equipment they had at their disposal was a wide brush each! Then, SportsPark Weetwood hosted the American Football Varsity in addition to the weekly Yorkshire Youth Hockey League in the morning and also an England Hockey Junior Academy Centre training day in the afternoon. A very busy day but the Team rose to the challenge together and coped admirably.



Lauren Angus, Lucy Crowley and Charli Brunning



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.



Kim Smith and Peter Richmond – Kim and Peter from the TTS team this year developed and implemented their own Christmas shutdown schedule and successfully saved energy over this period. This 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 Kim, Peter and the team have contributed to a substantial energy saving which will benefit the entire University.



Kim Smith and Peter Richmond

Helpful & Supportive - *show you care*

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



Pauline Pennington and Margaret Marson – A decision was taken to open the maths cafe during the late evening to support students prepare for exams during reading week and for the 2 weeks of formal examinations. 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 the supportive, friendly welcoming oasis to give a break from study, provided encouragement when a student was a bit stressed or anxious or tired, 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 8am.

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.



Pauline Pennington and Margaret Marson



David Jackson – Dave regularly goes out of his way to help people. A specific example was helping a customer out in their office with some Personal Response System (PRS) issues they were having. Dave exhibited excellent teamwork skills when the situation became more complex and knew exactly which technician to call showing professionalism and competence. The issue was quickly resolved and this led to great feedback from the customer about our service.

Dave's general dedication to supporting his colleagues both within his team and outside of it is impressive and nothing is ever too much trouble for him. Dave regularly takes on extra duties and odd jobs to support his colleagues.



David Jackson



Luke Wilson, Sophie Griffin and Eddie Newman – With Luke, Sophie and Eddie taking the initiative and leading the efforts, over the last few months the Recreation Assistant team at the Edge have put considerable effort into clearing and organising the equipment storage areas around the building, ensuring storage plans are in place to protect equipment and keep areas accessible. This work makes it easier to clean and maintain the equipment, ensuring it is stored correctly and remains in good working order. It helps the team facilitate quicker changeovers in the halls and deliver a higher standard of service for our customers. The recent Health & Safety audits of the Edge highlighted the improvement in these areas.



Luke Wilson and Sophie Griffin



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.



Gemma Smales – Over the last 2 months Gemma has put in considerable work on top of her day to day role as a Senior Recreation Assistant to finalise revisions to the Edge Pool Safety Operating Procedures, and put together evacuation cards giving staff clear instructions of the areas they need to clear in the event of a fire.

On completion of this work Gemma planned and delivered an out of hours training session to 38 Operational staff, to ensure everyone’s knowledge and skills were up to date, and to ensure staff practice scenarios they may come across during their work. Gemma’s work has played a crucial part in developing an excellent staff team who respond in a very professional manner to any incidents that happen at The Edge.



Gemma Smales



Helen McDonald, Sally Popplewell and Haley Smith – In the absence of 2 key members of the Weetwood management/bookings team, Sally, Haley and Helen really pulled together to ensure that sport still happened at our facilities.

As well as having to deal with a flood of extra enquiries, Helen took on an extra workload, using her initiative in many cases to problem solve, liaise with external stakeholders that she had previous little contact with before and deal with procedures that she had no or little experience of. As a result, she kept the bookings running smoothly.

Helen’s extra workload then had an impact on the already extremely busy Sally, who took on some of Helen’s work to support her, getting on with it without complaint, to ensure the admin of SPA was kept up to date, and again helped to ensure things run smoothly in this period.

Haley worked hard to help support the absent members of the team, helping them to set up access to their desktop and programmes that are difficult to access remotely, and supported Helen and Sally with the extra phone calls that came in, again, she did this gladly and without complaint, despite her already busy schedule.

This is a prime example of SPA staff working as a team to support each other.



Haley Smith



Gillian Simpson, John Cameron and John Harkness – The team consistently perform to a high standard, offering excellent customer service to University staff based at St James’.

They are trusted to manage the operation, responding to the requests of customers at a busy reception desk as well as carrying out general portering duties. They also cover for each other to ensure the service is maintained.

Recent technical issues regarding changes to e-mail have caused a number of operational problems but the team have coped well and adapted to these changes ensuring the service to customers was largely unaffected.

They have also managed well throughout recent periods of sickness within the team and taken responsibility for training new staff that provided cover.



Gillian Simpson and John Cameron