

in the SPOTLIGHT

The latest results from Commercial Services' Staff Recognition Programme

June 2014



Stewart Ross
Head of Commercial Services

Second Round of Spotlight Awards for 2014

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

Steve Gilley, Head of Estates, was the guest speaker for the event and presented the awards.

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.



WINNER!

Sophie Pilgrim – Sophie is an excellent member of staff who always demonstrates a fantastic attitude to her work.

Recently, Sophie she was asked to complete an important last minute project (presentation for University council) which landed at a time when she already had a high volume of deadlines to meet. Sophie didn't grumble at the additional work, simply took the task on and organised her day in order to get everything done in time. Sophie worked through her lunch and stayed late to ensure that no deadlines were missed and all of her additional work was completed, as well as delivering a fantastic quality piece of work for the presentation.

Sophie is a fantastic example of a staff member who is committed to getting the job done and does so with a smile on her face and a positive attitude, making her a joy to work with.



Sophie Pilgrim



Highly Commended

Tom Millbank – Tom continuously provides an extremely high level of customer care throughout his roles as a Gym Instructor, Personal Trainer and Class Instructor. His fun, friendly, can-do attitude is infectious and rubs off on everyone who works with him. This is evident to the members who are entering the gym when he is on duty, and creates a great positive atmosphere in the gym.

As a Personal Trainer and Class Instructor, his clients are constantly praising his skill as a trainer, developing innovative, fun and effective programmes for them to follow.

Ultimately he's everything that you need to look for as an employee and performs his role to perfection day in, day out.



Tom Milibank



Highly Commended

Yebyo Estifono – Yebyo is a credit to the business. His commitment and support and eagerness to please is first class and is always the first to step up to the plate. He shows a core and passion for his role and is an example to all.



Yebyo Estifono





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 Crowley, Linda Evans and Bethan Davies – Identifying a demand for fresh, high quality cakes on busy hockey tournament Sundays, senior recreation assistant Lucy Crowley and her Friday night shift colleagues Linda Evans and Bethan Davies have been producing and selling between 75-100 items of bake wear including rocky road, caramel slice, fruit flapjack and many others.

Benefitting from recent food hygiene qualifications and a newly refurbished Weetwood kitchen the team have innovatively identified, ethically sourced, safely produced and target marketed a highly profitable service to our Sunday customers on the View Bar – made up of young hockey players (10-16yo), their parents and guardians. This initiative is another added benefit for our customers and makes a profit of around £100 per week at no extra costs.



Paddy Craig (on behalf of Lucy, Linda and Bethan)



Alison Whelan – On the Edge reception Alison helps customers above and beyond expectations. For example, a customer was having problems with their membership card and was becoming annoyed with the situation. Although the customer didn't complain, Alison passed on the customer's details to the membership team who managed to resolve the issue. The customer was then contacted and told the problem was fixed. The customer didn't expect this and was delighted that Alison had gone out of her way to help without being asked.

This kind of attitude demonstrated above is why Alison is an incredibly deserving candidate for the role. She always offers to help her team and all others in SPA really contributes to the Service.



Alison Whelan

Helpful & Supportive - *show you care*

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



Paul Burniston and Bernard Small – Bernard and Paul provide a fantastic and consistent service to the EC Stoner building. Paul and Bernard work well as a team to support each other to ensure they provide an excellent customer service.

On a recent customer service walk around we received several excellent reports including the feedback below:

“Bernard and Paul deliver an excellent service; they are always very professional and polite.”

“Bernard and Paul always provide an excellent level of service; they are always cheerful, extremely helpful and always willing to go the extra mile.”

“Always helpful and pleasant, nothing is too much trouble. It would not be the same without them. They do a great job.”



Bernard Small and Paul Burniston



Lucie Milner – Lucie has stepped up and taken on the role of Class Coordinator whilst the current Class Coordinator has been off work. She has done so in a fantastic manner, being extremely thorough, organised and positive about the new work she is helping with. Lucie is doing all this on top of her normal work as a Personal Trainer and Class Instructor.

We feel she thoroughly deserves this award in the Helpful and Supportive category because she has been exactly that.



Lucie Milner



Phil Tostevin – For a considerable time Phil has shown good support for the service by showing flexibility commitment and willingness to respond to the needs of the business which by its nature can be very unpredictable and also maintaining the required high standard. Phil will also step in at the last minute to serve the business.



Phil Tostevin



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.



Dave Horton – Dave has got to be one of the longest serving instructors at the Edge and is retiring this summer. I think he deserves recognition for his years of service as a Climbing Instructor and also for all the extra work he does for the climbing wall that doesn't get acknowledged. Dave is one of the major cornerstones at the wall who keeps everything functioning smoothly. Dave knows the wall inside-out and does a lot of extra administration, procures equipment, supports new staff, and is vastly knowledgeable about all aspects of climbing and the outdoors. Dave can always be relied upon to offer last minute cover where he can, to offer support, and to treat everyone equally and with kindness.

It will be a great loss to the wall when he leaves.



Will Patterson (on behalf of Dave Horton)



John Moran – John is consistently a fantastic example of a member of staff living our values. He is the first person people approach if they require help or support – John always seeks to find a way to say 'yes', rather than 'no'. This has been confirmed twice this year when John has been called into work out of hours (including during the night). John attended without any second thoughts.



John Moran



Jane Walton – Jane has most definitely gone the extra mile and has really taken ownership for and cared about her café. She has been very helpful and supportive during a time when the cafes have been under a lot of pressure due to being short staffed as a result of sickness, holidays and staff moving to pastures new.

Whilst her team leader has been absent unexpectedly because of personal reasons, Jane immediately stepped up and took ownership and responsibility for running the café, without having to be asked and without complaint or fuss.

Jane organised opening and closing rotas to ensure correct service, completed and monitored all the required food safety documentation correctly and on time, monitored health and safety, managed and ordered stock levels, did monthly stock count, managed waste, completed cash procedures including ensuring adequate change for 2 weekend event openings, arranged correct stock levels for the 2 weekend openings.

Most importantly, Jane managed and delivered a café service which was customer focussed and which did not drop its standards of customer care, and service our food safety.



Jane Walton