

in the SPOTLIGHT

The latest results from Commercial Services' Staff Recognition Programme

September 2013



Stewart Ross
Head of Commercial Services

Second Round of Spotlight Awards for 2013

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 Away Day.

Once again we received an exceptionally high standard of applications from across Commercial Services which simply goes to reflect the level of service that our teams have delivered over recent months and it's a pleasure to recognise our outstanding colleagues for their hard work.

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.



Lisa Hall & Andreea Dumitru – Following on from a student report Lisa and Andreea have introduced recycling in the Refectory. All cardboard, plastic and metal are recycled in the kitchen and front of house. This is an incredible achievement considering the scale of the operation and the amount created.

The separated waste accounts to around 5/6 skips. This is roughly around 3 tonnes per week, which at an average of £30 per tonne, equates to around £5K annually. It has shown a great example of being able to bring a team together with a common aim and supporting the University with sustainability aims and reducing cost.



Sally Popplewell, Andreea Dumitru & Will Patterson



Will Patterson & Sally Popplewell – Despite busy workloads in their own areas Will and Sally led Sport & Physical Activity's Green Impact work, ensuring the successful achievement of a silver award this year. In 2 years the department has moved from 'working towards' green impact, achieving the bronze award last year, before now achieving Silver. Will and Sally's efforts have been crucial to this success, and have put the department in a strong position to strive for gold next year.

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.



Arezki Aoumad – Arezki worked for us at the Horsforth St Margarets Football Tournament on the 15th and 16th June, cooking on the BBQ both days. This was an extremely busy weekend for us, with over 500 hungry people attending both days.

Arezki remained extremely professional throughout the event. Nothing was too much trouble for him, and he managed to keep smiling despite the volume of people. He was not fazed at all by the lack of cooking space that was available to him. The event organisers all commented on his professionalism and how pleased they were with his service.



Arezki Aoumad



Ben Witz – Since September 2012 Ben has been the lead member of staff who has ensured the on-going success of our Coach Education Coordinator working with absolute commitment to both the business and customer experience parts of the programme. Despite challenging conditions (lower student numbers, increasing costs of courses and pressure on space) Ben has delivered a very successful programme. Finances are on target, new courses have been organised and our customer experience scores have been very high.

These results reflect the effort that Ben has put into the coach education programme this year and prove that he is worthy of recognition through Spotlight.



Nat Jones collects the award on behalf of Ben Witz

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.



Gawaine Hogg and Dave Evans & the Ground Staff Team – SPA recently hosted the 2013 BUCS Team Championships in partnership with Leeds Metropolitan University over 2 days in March. This is a prestigious event for the University

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 commence, Gawaine was on site at Weetwood at 6:30am with the Ground Staff to clear snow from the synthetic pitches to ensure the finals could go ahead. 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.



Gawaine Hogg and Galvin Evans

Helpful & Supportive - *show you care*



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



WINNER!

Craig Alcock and Hayley Farmer – Hayley and Craig, part of our regular agency team, proved to be extremely helpful and supportive to the only duty supervisor on the shift on May Day Bank Holiday when the tills played up and didn't accept the student meal plan cards.

It's extremely daunting when this happens, as the students can get quite agitated, and Craig and Hayley both dealt with our customers with impeccable manners, and a positive attitude - not as easy as it sounds under such pressure. They both without doubt 'went the extra mile' staying after the shift to assist the supervisor and file all the meal cards into order for collection the following day.



John Moran collects the awards on behalf of Hayley and Craig



Highly Commended

Zuzana Bundova – 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 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.

Those being trained are really appreciative of the time and approach Zuzana has used to help them learn.



Highly Commended

Matthew Fairhurst – Matthew stepped in to help with Healthy Week the week before the launch when the Health & Fitness Manager went home ill. He brought himself up to speed on the information required, dealt with all the outstanding actions and ensured the leader of the event was kept fully informed at all times. As he was picking up all other aspects of the H&F Manager's workload he remained positive with a 'can do' attitude throughout.

Through his professional, helpful and supportive approach he contributed to ensure the Healthy Week launch was a success.



Matthew Fairhurst