

# fd matters *extra*

## Commercial Services

News from July 2014

**Our Vision:** By 2015 we will provide excellent, financially sustainable services and facilities to our customers, which will make a significant contribution to the University's world class aspiration.



**Stewart Ross**  
Head of Commercial Services

### Welcome

As another month goes by it's clearer to see how we are performing against our vision of delivering excellent customer service to students, staff and vision alike. Take a look at the events that we have brought and then delivered on campus in July: the way in which this has been achieved epitomises the culture of Commercial Services – we have been **dynamic and entrepreneurial** bringing events like Teach First to Leeds, running the Tour de France and Skyride events on campus needed amazing **teamwork and participation by all staff, at all levels** to make it a success and Graduation is a reminder of how we deliver our services in an **efficient and smooth way** (often in the background and not noticed!).

Thank you for making such a difference to the University and to the experience of our customers.

### Financial Update

#### Finance

The June accounts update is shorter than usual. This month in particular our performance across all areas was largely in line with our forecasted plan – good forecasting from the finance team!

As reported before though, the July accounts, the last of our financial year, will be the most important and significant. Extra space in our next edition will be given to share with staff how we performed and what the final position was for all of our services.

### Our Team Making it Happen on Campus!

#### Customer Operations

**This summer has been one of the busiest on record as numerous visitors have joined us on campus to make use of our facilities and services.**

As all eyes turned to Yorkshire for the Grand Départ teams from across Commercial Services were busy gearing up for another large cycling event. **Sky Ride Leeds** used the campus as part of their traffic-free route across the city. 10,000 riders were able to experience our campus thanks to the work of Commercial Services.

Opening Ceremony.

MEETinLEEDS have held two of their largest profile events this summer. The **International Medieval Congress** were back after being successfully hosted on campus for the first time last year, and this year **Teach First** made use of our facilities as over 3,000 delegates attended their annual residential training event.

In between these two large events the campus also hosted **3 Open Days**, the **Staff Festival**, 10 days' worth of **Graduation** ceremonies and a some other conferences as well!

The work that goes into creating and organising these events spans across the whole of the service as staff from Great Food at Leeds, MEETinLEEDS and Sport & Physical Activity welcome and facilitate guests to the campus whilst the Print & Copy Bureau create and print the professional signage that is used and the team from Facilities Support Services provide the key support and assistance in all of our buildings.

Throughout all of these events (and with more to come!) our teams in Commercial Services have **worked together** to provide the University's visitors, delegates, customers and even cyclists with a top quality service that befits a world class University.



*Anthony Wood and Alex Santos print the IMC banners in the Print & Copy Bureau.*



Next up was the **Tour de France** and again many staff members from Commercial Services came together to play their part in the organisation of the world's largest annual sporting event! As the spectators arrived in Leeds Commercial Services was busy hosting the riders and publicity caravans as they held their briefing in the Conference Auditorium before setting off for the

## Commercial Services Competes with the Best!

**Customer** **Operations** **People**

As a team we want to be successful and we want to celebrate that success. Some time ago when developing our values and culture for Commercial services we said we would ‘*compete with the best and outperform them*’ as well as ‘*share our performance widely*’. To help us to do this we decided to enter some national and local awards this year and it’s proven that we have a lot as a team to be proud of! Well done!

### Deli(very) Wins at the Cateys



Great Food at Leeds (GFAL) joined culinary giants such as Heston Blumenthal, Gordon Ramsay and Raymond Blanc by winning at the hospitality industry equivalent to the Oscars, The Cateys.

Fighting off stiff competition the team emerged victorious in the category of Best Marketing Campaign, which was awarded for the re-branding of the delivered catering service to Deli(very).

Sue Pimblett, Sales and Marketing Manager, headed the campaign and was pleased with the recognition: “*Winning the Best Marketing campaign of the year at the 2014 Catey Awards is a huge honour for the team at the University of Leeds. We all feel extremely proud to have been acknowledged for this award by industry peers and it’s wonderful to be recognised for the work that all of the team have done over the past 12 months to re-launch Deli(very).*”

*It’s an extremely prestigious award in the UK catering industry and we’re now very proud owners of a lovely bronze (and very heavy) Catey award statue!!*”

The Catey award comes on the back of another success for GFAL as they were finalists in the ‘Best Catering Service’ category at the recent CUBO awards.

### Flame Awards Finalists

Sport & Physical Activity were shortlisted as a finalist in this year’s ukactive and Matrix Flame Awards, the most highly coveted accolade of the health and fitness sector.

They were recognised in the ‘Shaping the Future Generation’ category for the innovative provision of the Lifestyle and Wellbeing programme, a joint venture between the Sport & Physical Activity service and University Counselling service, supported by the Alumni Footsteps fund.

Rob Wadsworth, Head of Sport & Physical Activity said, “*The Lifestyle and Wellbeing programme has been incredibly successful in inspiring our students to make positive, healthy sustainable life choices and we are thrilled to be recognised by ukactive for our programme*”.

### Sustainability Awards

Catering and Conferencing Services won the Embedding Sustainability award at the FD Sustainability Awards on the 17th June for their integration of sustainability into both the values of the service and the everyday operations.

This includes sourcing local food where possible, maintaining a Fairtrade University standard and launching the reusable KeepCups.

Commercial Services also fared well in the Green Impact Awards with four of our services picking up a top award with special mention to Great Food at Leeds who secured the highest possible Platinum honour.

## Gym Extension Update

**Operations** **Finance** **Customer**

Work is now well underway to extend the Fitness Suite at The Edge, transforming it into a huge 250 station gym, one of the largest University gyms in the country.

This will provide an increased free-weights area, a new cardiovascular equipment range, more stretch space and the refurbishment of our Studio 2 space.



The steel beams are now in place and the mezzanine floor has been constructed which will allow the new floors to be laid shortly.

Find out more about what’s new at [www.leeds.ac.uk/theedge](http://www.leeds.ac.uk/theedge)

## Latest on Mystery Shopping

**Operations** **Customer**

The latest Mystery Shopping results from across Commercial Services show that we are continuing to do well across all of our services. Well done to all the individuals involved.

Mystery Shopping is an important way of making sure that we’re meeting our customers’ expectations so this is great news!

Conference Office  
**85%**

The Edge  
**96.5%**

Café Seven  
**92%**

## Our Strategy

### People

Valuing & developing our staff

### Operations

A sustainable, effective and efficient organisation

### Finance

Financial sustainability

### Customer

Delivering an excellent customer experience

## Our Values



Show You Care



Know Your Stuff



Share a Smile



Go the Extra Mile