

in the SPOTLIGHT

The latest results from Commercial Services' Staff Recognition Programme

October 2014



Stewart Ross
Head of Commercial Services

Third Round of Spotlight Awards for 2014

We're pleased to announce the third round winners of this years' Spotlight Awards who received their certificates during an awards ceremony at the recent Commercial Services Leadership Away Day.

Once again it was a pleasure to see so many of our teams pick up awards for outstanding behaviour that so closely aligns with our culture and 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.



Chris Jones – The help that Chris gives the Graduation Ceremony Team is invaluable. He meets with them to ensure that he knows what needs to be organised. He arranges for the Hall to be set-up and all the other rooms in the Great Hall that they use. He ensures all the gowns are out and ready for use for the senior staff i.e. Vice-Chancellor. He organises a team of Facilities Assistants to assist on the main set-up day (Sunday).

He also organises a team to work on the ceremony days. His team are well briefed on their responsibilities to ensure the ceremonies run smoothly. He and his team are always polite and courteous to the students and their families and are always more than happy to go above and beyond to help with any special seating etc. If anything needs to be arranged during the ceremonies they only have to ask Chris and it gets done immediately.

He delivers an excellent customer service to their office and gives an excellent final student experience to the graduates and the families on their graduation day.



Chris Jones



Fred Taylor – Fred works on the Parkinson Desk and supports all customers giving the best possible customer care he can give. He adapts his style to all types of customers.

Over the summer period he has shown total commitment and support for all the conferences including; IMC, Universities UK and Communication Matters. He has given the exhibitors the best service possible and this was highlighted at the evaluation meeting of the Communication Matters Exhibitors. He uses his sense of Health and Safety responsibility to enhance the Customer Care.

He is an asset to our service and always puts the students first!



Fred Taylor



Sheshe Mesfin – Sheshe has worked as a cleaner on the function floor for several years now. She has a smile and laughter for every guest that visits the function floor.



Sheshe Mesfin

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.



Christopher Johnson – Chris performed a ‘last minute’ cookery demonstration for our new International Students. This was unexpectedly asked of him, due to an unforeseen absence of the Head Chef, and was undertaken with very little time to plan, and no time to practice. Chris devised his menu for demonstration, and created some simple recipes. His menu was very attractive, and was extremely well received by the students. He had managed to come up with a menu that the students could recreate themselves in their accommodation, using good local, fresh and healthy ingredients.

The response to his homemade vegetable soup, vegetarian risotto and Eton mess was astounding. The whole group treated him to a standing ovation and bombarded him with requests for the next demonstration. It's felt that his innovation and creativeness should most definitely be recognised on this occasion.



Lisa Wood – During the early months of 2014 Lisa took her own initiative to visit a Residence where we struggle to place conference business. It has no catering capability, and is around 2 miles from the main campus. Having visited the Residence Lisa tasked herself with placing business at this hall. Lisa never compromised on the service offered to the client; the business placed was about best fit for the customer but it was Lisa that helped to ‘see it fit’.

We would like to acknowledge and thank Lisa for her continued commitment to offering the best facility and services to our clients while always maintaining a keen eye on areas of the portfolio needing added attention.



Lisa Wood

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.



Graham Evans, Maddie Fale and Gemma Smales (plus Arturs Grigals and Laura Whybrow who have both since left) – In June, lifeguards at The Edge took part in the National CIMSPA Lifeguard Triathlon competition, which comprised of three areas of assessment; theory knowledge, swim fitness and CPR proficiency. 57 Clubs competed with a total of 981 individual lifeguards taking part.

In the Edge's first ever attempt in this competition we managed to place in the top 20 due to the excellent scores of our top lifeguards, the whole lifeguard team did well but these individuals in particular stood out. We also had an individual accolade with Maddie Fale achieving 48th in the top 50 female lifeguards, unfortunately Graham narrowly missed out on placing in the top 50 men's.

These staff are a credit to The Edge with their consistent hard work and enthusiasm in lifeguard training leading to The Edge gaining national recognition in its first attempt. This national recognition will only improve our facilities reputation and help to further improve our customer experience and service.



Graham Evans and Gemma Smales



Vic Vasylenko – For the first time ever as part of the Congress, the IMC 2014 wished to host a live video link to another conference taking place in Switzerland. Originally, an external supplier was to provide the technology for a significant cost to the Congress; however, due to last minute changes in requirements and after discussions with Vic, it was apparent that it might be possible to deliver the same, if not better service ‘in house’. With only two weeks to go and many challenges to face in spite of an already busy schedule, Vic managed to source spare equipment, liaised with IT to patch the necessary sockets in a room never used before for video conferencing, and facilitated two test calls, solving a number of issues in between, to ensure the main event went without a hitch.

Thanks to Vic the event was a huge success, represented budget savings for the Congress, and also achieved additional income to Commercial Services. Without Vic's knowledge, drive, and reliability one of the key IMC events of 2014 would not have taken place.



Vic Vasylenko

Congratulations to the following who were also nominated for an award:

Bethan Davies, Linda Evans, Lucy Crowley, Greg Hull and Clare Shepherd, *SportsPark Weetwood*



Helpful & Supportive - *show you care*

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



The Kitchen Team – Following an incredibly busy and hectic summer, it was felt the level of hard work, long hours, and commitment shown by the team should be rewarded.

The feedback received from most conferences commented specifically on the quality of the food they had. It really was a great effort by the whole team and every single person played their part, going the extra mile to ensure things ran smoothly with each event.



Rhia Grice – Rhia is always there to offer a helping hand wherever she can. She takes on extra daily tasks to help the other cleaners, attends events such as the staff festival and even came in on the Sunday, the day before the new gym opened in order to help get it sorted even though it was her day off.

The sales director from Technogym told us she’s a credit to our facility and has kept the facility along with the rest of the team in great shape. It was noted by Surrey University and many times on his previous visits that our facility is the best kept that he has visited and it shows in the look of the equipment 4 years on from opening.



Aimee Lewis – Being qualified as both a lifeguard and personal trainer, Aimee is one of our most valuable members of staff, and recently put all of her skills to the test to get us out of a tough situation.

Having originally been down to work a lifeguard shift on a Tuesday morning and a gym shift on Wednesday morning (both with 6am starts!), Aimee went above and beyond the call of duty to help out the fitness team when, due to two instances of staff illness the gym had no staff to remain open, by kindly offering to come back and staff the gym by herself after just a two hour break from her morning shift. This ensured that we were able to both remain operational and also uphold the excellent levels of customer service that we strive to deliver.

With her second shift of the day finishing at 10.30pm and being back in at work the following day at 6am, is a testament to Aimee’s hard work and commitment to The Edge and her desire to go the extra mile to help out both our staff and customers.

Congratulations to the following who were also nominated for an award:
 Adam Melcher, *Delivered Catering*. Daniel Ingle, *Catering*. Tracey and Anne, *Parkinson Coffee Bar*.



Represented in person by Sue, Lisa and Margaret



Rhia Grice



Aimee Lewis