

fd matters *extra*

Commercial Services

News from November 2014

Our Vision: 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

We are committed to **excelling and being the best in what we do** and the announcement that we have been shortlisted in the UK employee experience awards is a great sign we are on our way to achieving this. This nomination is a recognition of the work of staff that contributed to positive work on values and our culture – projects like Spotlight, work shadowing, new training courses and particularly those on our people working group – thank you to all those that have contributed.

We are also focussed on **being innovative and responsive** – this month the SPA team are certainly innovating through their new Get Out, Get Active programme and the Catering team are once again keeping ahead of the game with new menus in the Deli(very) offer which are having an impact on our sales.

Finally, we are also sharing with you 'Service Scorecards' attached to the newsletter. These have been put together after requests from you via the feedback forms and we will issue them once every 3 months. In **sharing performance widely and discussing improvements** we hope to help everyone see how they are contributing and how their service is doing against their targets.

Thank you all for your continued hard work, as always feedback is welcome!

Financial Update

Finance

We have had some feedback asking for more information on sales figures from MEETinLEEDS.

The conference sales team have an objective to bring increasing numbers of conferences and events to the campus. Their activities then generate income for Catering, the Conference office, Residential Services as well as other parts of the University.

The team is targeted with a range of financial KPI's; the biggest of which is the sale of residential space out of term time (Easter, Christmas and the summer).

Our peak selling period is the end of June to the beginning of September so it is relatively early in our year. However, as you can see the team are up £70k on their target year to date.



The overall residential target for 2014/15 is £1,109,000 which is a big, and challenging, goal!

Get Out, Get Active Launched!

Customer Operations Finance

Sport & Physical Activity (SPA), in partnership with Leeds University Union (LUU), have launched Get Out, Get Active; a new project to provide opportunities for our students to engage in 7 activities (running, cycling, orienteering, climbing, kayaking, rowing and triathlon) with the aim of creating sporting habits for life.

This programme will be led by Emma Mackenzie-Hogg who has a team of fantastic, newly recruited staff.

These new roles include 2 full-time Sports Development Officers (Greg Hull and Ben Witz) and 7 sports-specific student activators.

Visit www.leeds.ac.uk/sport/getoutgetactive for more.

CS Shortlisted for Award

Operations People Customer

Commercial Services has been shortlisted in two categories for the UK Employee Experience Awards.

The award submission focussed on how Commercial Services has prioritised the development of the organisational culture over the past 3 years, highlighting initiatives such as the roll out of Spotlight and Work Shadowing, the work of the People Working Group in helping to shape organisational communications and the focus on putting customer experience at the heart of what we stand for.

The screening panel felt that our entry demonstrated interesting and compelling stories about how positive change in employee experience has delivered positive change in organisational performance, specifically through improved customer experience.

The two categories Commercial Services are shortlisted in are 'Business Transformation' and 'Delivering Customer Experience' and the team must now prepare to present at the finals stage on 27th March in London.

We'll bring you an update as soon as the winners are announced.

New Seasonal Menus Launched by Deli(very)

Finance **Operations**

One of the objectives for our revamped delivered catering service is to frequently create new menus for our customers.

Last month our teams in Deli(very) launched four new buffet selections; two winter menus (Winter Delights and Winter Medley) and two Christmas menus (Deck the Halls and Silent Night).

The winter menus contain a variety of warming dishes that include Beef Empanadas with Sour Cream and Salsa and Hoi Sin Duck Risotto Bites with Plum sauce.

The Christmas menus are full of festive options such as Roasted Red Pepper,

Chestnut and Feta Quiche and Honey Roast Salmon Skewers with Lemon Crème Fraîch (both homemade by our chefs!). Both of the Christmas menus come with a free party pack including a glass of fizz, crackers and party poppers!

Since the launch of Deli(very) customer feedback has been fantastic and this is reflecting in our sales exceeding all expectations – to date in the year we are £46k above budget.

Take a look at the new menus on the Deli(very) website at gfaal.leeds.ac.uk/delivery



Save the Dates!

People

The Commercial Services Christmas get-together is on the 19th December.

This is open to all Commercial Services staff so please feel free to drop in to University House Function Floor at any time between 2-5pm for mince pies and merriment!

We look forward to seeing you all there.

Commercial Service All Staff Away Day will be on the 6th January – more details coming soon!



December Graduations

Customer **Operations**

December graduations are fast approaching and preparations are well underway by Facilities Support Services, who will be working tirelessly to ensure that everything runs smoothly throughout the 19 ceremonies.

In addition, Great Food at Leeds (GFAL) are hosting over 2,500 guests at graduation events for Faculties and Schools and will also have a special champagne bar in the Refectory for guests to celebrate their special day!

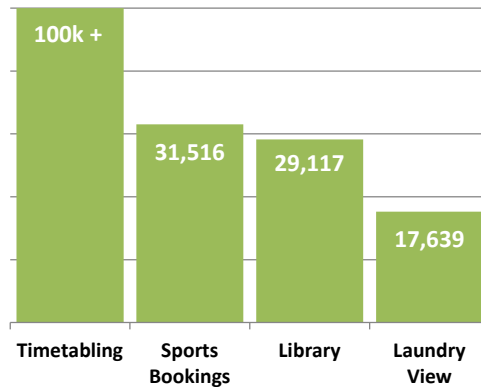
Thank you in advance to the teams for all the hard work and extra hours which will be going in on the build-up and during the graduation season.

UniLeeds App

Customer **Operations**

SPA have been working closely with Student Administration to integrate our online booking process into the University of Leeds App, making it easier for members to make bookings.

Recent figures have shown that there were 31,506 clicks on Sports Bookings in the app making it the second most popular option since the start of term!



Cafés Raise Over £500

Customer

To support Children in Need our cafés organised fundraising including raffles, selling cakes and even dancing!

They raised a total of £518.98, and were mentioned by Children in Need on Twitter.



Rugby World Cup

Operations

Commercial Services will play an active role in the 2015 Rugby World Cup which starts in just under a year.

SportsPark Weetwood will host the Scotland team as they prepare for their fixture at Elland Road against the USA.

We will also be involved in a number of the RFU's Legacy projects including training student rugby ambassadors and hosting coaching and officiating courses.

PCB Answer Times

Operations



95% of calls to the Print & Copy Bureau (PCB) reception were answered in an average of just 4 seconds!

Lecture Capture Update

Customer

Since the start of term over 66,000 recordings have been viewed and more than 12,000 hours of footage has been watched.



Latest From MEETinLEEDS

Customer **Operations**

Hollywood visited recently as the MEETinLEEDS team facilitated filming for a new movie starring Sam Worthington. More here: meetinleeds.co.uk/meetin-hollywood

Twitter followers have also exceeded 4,000 - more than any other conference office within the Russell Group.



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