

# fd matters *extra*

## Commercial Services

News from December 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

Can I start by wishing all colleagues a very Happy New Year? I trust that you all had a chance to have a break and spend some time with family and friends over the festive period. Thank you for the feedback we received on the FD Extra Performance Update 'scorecards' last month. This was very positive and we will be replying to the questions over the coming days. As I write, we have also just finished our CS Away Day. News and feedback on this will be included in the next newsletter.

This month's newsletter explains more about our **commitment to personal development for staff and nurturing potential** through our new 'Work Shadowing Programme' and an example of how it is being used. Please speak with your line manager if you are interested in taking up this opportunity.

Colleagues in SPA should be really pleased that they have **anticipated and delighted their customers** with the gym extension – we report on the new visit stats – but we also thank the gym staff for ensuring we have had a **smooth running service** whilst we have waited for the final equipment to arrive!

Finally, during December we had to implement a whole new compliance process to meet new Government Allergen legislation. This process very ably led by Geoff Tooley has involved a huge amount of work by a lot of colleagues across the Great Food at Leeds team and I wanted to thank them for doing so and **continuing to ensure we are being the best we can be** in the important area of food safety.

### Financial Update

#### Finance

Each December the university runs the Integrated Planning Exercise or IPE – our budget setting process. This involves every service pulling together our proposals for budgets over the next 5 years. This takes many weeks of time and is challenging because planning for a medium term period in a University which changes all the time is difficult!

We've now submitted our plan. **The key headlines are:**

- Commercial Services will aim to grow its income by nearly 15% in the 5 years.
- Total commercial income for Service

over the 5 years will be nearly £60M - We will aim to invest £1.65M using money we generate to improve our facilities over the period.



We hear if our plan has been accepted during a number of meetings in January and will let staff know how this has gone in future editions.

### Gryphons BUCS Update

#### People

Our Performance Sport Team are working towards the goal of being in the **top 10** of the BUCS (British University & Colleges Sport) Points Table.

Last year we finished in 15th position and we are currently standing in the same position, but there's still a long way to go and we're hoping to pick up a lot of points in the summer once the cricket season starts.

The highest we have finished in recent years is **14th** in 2012/13.

#### Categories

|                       |      |
|-----------------------|------|
| Total BUCS Teams      | 94   |
| Win                   | 386  |
| Draw                  | 58   |
| Loss                  | 470  |
| % Won                 | 42%  |
| Total BUCS Points     | 1090 |
| Current BUCS Position | 15th |

### GFAL Complies with New Allergen Regulations



#### Customer Operations

Big changes have taken place to the way our customers receive information about the food provided.

From 13th December the new EU Food Information for Consumers Regulation came into force. Any of the 14 EU listed allergens have to be identified if they are used as ingredients in a dish, and this information has to be available at all times for Customers.

For Catering and Conferencing this has meant breaking down the recipes of over 800 products into an understandable format. Training has been delivered to all relevant staff who will be happy to respond to customer requests regarding allergens.

The 14 listed allergens are: Gluten, Peanuts, Nuts, Sesame Seeds, Lupin, Fish, Crustaceans, Molluscs, Celery, Soya, Sulphur Dioxide, Eggs, Milk and Mustard.

More information is available on our website at [gfal.leeds.ac.uk/our-story/our-food/allergens](http://gfal.leeds.ac.uk/our-story/our-food/allergens)



## 5 out of 5 for the Print & Copy Bureau

Customer

The Print & Copy Bureau held a review of customer satisfaction recently asking

customers their views on the service and how facilities could be improved. The majority rated the service as 5 out of 5 and a 80% NPS score.

80%  
Net Promotor Score!

The number of customers using the reception in PCB increased by 10% in November compared to the same period last year although the average spend was down to £12.25, compared to £15.65 in November 2013.

This can be accounted for by the fact that the number of hard bound copies submitted by students for exams has been reduced from two to one this year.

## Work Shadowing

People

Commercial Services are currently running a Work Shadowing project to give individuals across the service an opportunity to learn more about other areas of business.

Zoe Read and Tilly Hall recently shadowed the Food and Hospitality

Manager at Marks and Spencer to widen their knowledge on virtual merchandising and look at things from another perspective including product and signage placement.

Following the experience both Zoe and Tilly were pleased with the outcome of the project and a valuable relationship has developed that has resulted in the manager offering a member of his team to visit some of our cafes in January.

If you would like to take part in the Work Shadowing Programme please speak to your Line Manager who will be happy to assist you in finding the right position.

## Staff Working Group Update

People

Postcards are on their way to all staff within FSS to ask for staff comment and feedback. All suggestions are welcome!

## Working Together to bring Sports Events to the University

Operations Customer

MEETinLEEDS are working with teams in Sport & Physical Activity (SPA) to bring large sporting events to University facilities.

The University has a high standard of sports pitches and facilities at both Sports Park Weetwood and on campus and, coupled with our fantastic meeting facilities and residences, we are well situated to offer great packages to sporting organisations and events over the summer period.

A recent enquiry shows just how well suited we are. Soccer Showcase is looking to bring its summer camp here for 7-9 weeks for 450 different players each week. Combining a Bed & Breakfast offer with sport pitches and extra catering the event would be worth over £350K. Although still in its embryonic stage, this event can be perfectly matched to our offer - a great example of our teams working together.

Event worth over  
£350K!

## Long Wait for Health & Fitness Team

Customer Operations

The Health & Fitness team have shown a great deal of patience recently as they have put up with temporary weight plates for the new equipment in the gym. Our suppliers, Technogym, have apologised for the issue and have informed us that new plates will be with us by the end of January and have offered complimentary training, bar pegs and a 5 year warranty as compensation.

## Gym Visits

Customer

Nov 2014: 36,921

Nov 2013: 31,556

Gym visits have shown a sharp increase of 17% compared to the same period last year due to the new gym extension. This figure backs up some of the strong feedback we have received since the gym opened at the start of term.

## Sales & Marketing Invest in New Email Service Provider

Operations

The Sales & Marketing team have invested in a new email provider in order to improve the marketing communications that we send to our customers. The team have used their current provider for a number of years in order to send emails to conference and catering subscribers such as event organisers, Refresh Card customers, Meal Plan students and Deli(very) customers informing them of the latest news and offers.

Matt Hamnett, Digital Marketing Coordinator for Commercial Services, says: "As our services have improved in Commercial Services it's become clear that we've outgrown the limitations of our current provider. The new system will allow us to develop the service even further and provide a better service to our customers."



It's hoped that the new system will be installed during January and the first emails sent the following month.

## FSS Prepare for Exams

Operations

Teaching has now finished for our students but the hard work starts for the Teaching Space Facilities Assistants within FSS. They have around two and a half weeks to carry out extensive room and equipment checks in 160 Central Teaching Spaces before exams begin on the 12th January.

The team check that all of the AV & IT equipment is fully functional and also report any maintenance and health and safety issues to ensure that the rooms are ready for next semester.

This year they are also carrying out an equipment audit - checking that approximately 2000 items are in the correct rooms! Many thanks to the team for their hard work over this period.

## 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