

# fd matters *extra*

## Commercial Services

News from May 2015

**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

A really packed newsletter this month as ever which I hope is useful. I'd like to ask you to specifically check out the information about the staff suggestions launch.

We're keen to hear your ideas and thoughts on how we can make a difference to our customers and to how things are in your part of the Service - it's important to us that we have **participation by all** and that we **talk about improvements openly** so we want to hear your ideas!

### Financial Update

#### Finance

The April accounts indicated that all our services are still broadly performing in line with our stated plan. A few interesting changes of note for you: Sports memberships have been stronger than we expected partly because the Living Social promotion has been a great success and partly we've had stronger general demand than we anticipated.

- Our catering income is down on our

### Work Shadowing

#### People

Interested in finding out more about another area of our business? Perhaps you'd like to see how colleagues in other departments do a similar job to yours? Don't forget Commercial Services have a Work Shadowing programme to give individuals the opportunity to work alongside and gain experience of the role of others, and gain an insight into other work areas.

Recently Louise Poulter from the Business School Café took part in the scheme and shadowed a number of areas in Great Food at Leeds. "I was interested in how our delivered catering service worked and so I was able to shadow the team in the office as they received and processed

projections in part because Easter was slightly quieter than we anticipated but we hope to catch up this shortfall as we enter the very busy conference season.

- We are pleased to report we were given the go ahead to invest £572,000 from our reserves into the refurbishment of the hockey pitch at Weetwood after the hard work we did in making the case to the University. Work starts in just a few weeks from now.

orders. I was then able to meet the chefs in the kitchens and later help out for an event in the Refectory. It was a great experience and helped me to understand some of the work that our teams do elsewhere on campus".

Another member of staff, Louise Purcell, a Recreation Assistant in SPA, visited York Sports Village at the University of York which gave her an insight into how teams in similar organisations do their work. If you would like to take part in the Work Shadowing Programme visit <http://commercialservices.leeds.ac.uk/for-staff> or speak to your Line Manager who will be happy to assist you in finding the right position.

### Staff Suggestions Launch

#### People

Our staff have some of the best ideas for how to improve our service. Feedback from staff, including comments from the Commercial Services Leadership Programme, have suggested that it would be useful if there were more ways for staff to submit ideas about improving the way we work and the service we give to our customers. A team from across CS have reviewed current systems and suggested changes in order to set up a service-wide scheme.

To launch the new CS Staff Suggestions Scheme, a Staff Suggestions Week is being held 1st-7th June 2015. All staff are invited to submit their ideas on cards provided in the staff rooms, via email to [csstaffsuggestions@leeds.ac.uk](mailto:csstaffsuggestions@leeds.ac.uk) or online at [commercialservices.leeds.ac.uk/staffsuggestions](http://commercialservices.leeds.ac.uk/staffsuggestions).

Suggestions are welcome all year round; whenever you have an idea that you feel would improve working practices or customer service we'd love to hear it.

### Edge Usage Figures

#### Operations

Visits to The Edge are up compared to this time last year with some great figures for the gym following the recent extension.

	April	Prev Year
Gym	30,115	+11,360
Pool Use	6,850	-1,327
Dryside	11,870	+2,100
Classes	8,490	+1,554



## Emerging Leaders Programme Launches

### People

A programme to deliver 50 hours of leadership and employability training to 30 students has been launched by SPA. Led by Andy Lockwood, Professional Development Manager, the programme will include 2 weeks of voluntary work in South Africa through our partnership with St Mary's Menston School in Leeds.

St Mary's Bambisanani Partnership has been running for 9 years and each year a number of staff and students visit the Mnyakana High School in South Africa. In June Andy will be joining them and whilst there the team will deliver sports leadership training, academic lessons and deliver sport in Zulufadder Orphanage.

Andy is excited to get the chance to visit the Mnyakana High School; "Initially I'll be learning about the Bambisanani Project and how the two schools are learning together. But I'm really looking forward to finding ways that the students in our Emerging Leadership Programme will be able to engage with the work that they do here to promote sport in the future".



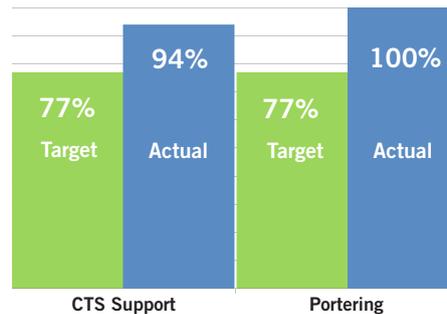
## FSS Customer Survey Results

### Customer

You may have noticed in the last edition that we did not provide any annual customer survey results for Facilities Support Services (FSS). This is because FSS have been conducting monthly customer surveys throughout the year as opposed to one annual survey – you can see some of the results here for Central Teaching Space Support and Portering Services.

FSS also regularly survey the users of Central Teaching Space to gather feedback in relation to the annual refurbishment programme – this helps us to decide which rooms are the priorities

and whether any specific works are required such as replacement of lighting, new Audio Visual equipment or the installation of ventilation systems.



## Ice Cream Tricycle for GFAL

### Customer Operations

After the success of Hugo, the Camionnette Café, the Great Food at Leeds team have been looking for an additional mobile vehicle to increase the summer offer to our customers.



A Classic 33 vending tricycle has been purchased by the team and will travel around the campus selling ice creams at a variety of sites. The GFAL team are working hard to finalise plans, and most importantly scouring baby name books, to welcome the new addition before its arrival this summer.

## International Medieval Congress Delegates up 20%!

### Operations

Numbers attending this year's IMC are up 20% on last year as the largest annual academic conference in the UK returns to our campus this summer.

The conference team have been busy preparing for the event which has steadily increased in numbers over the past 10 years and has seen a significant jump since moving to the campus 2 years ago.

This year's event will see the return of the popular birds of prey and will feature more combats from medieval knights.

## CS Services Shortlisted for more Awards

### Operations Customer

Following recent successes throughout Commercial Services there are a number of teams who have been nominated for awards in the coming months.

Two nominations have been accepted by the Leeds Hotels & Venues Association that celebrate the best in service from over 30 hotels and venues across the city. The first is for Geoff Tooley, Food Safety and Training Manager, who is in the 'Unsung Hero' category and the second is for the Deli(very) team; who are up for 'Best Team'.

The Print & Copy Bureau has also been shortlisted for Print Service of the Year at the Design & Print Awards in July.

Finally Great Food at Leeds are pitted against 4 other Universities in the National Footprint Awards recognising their work on sustainability in food service. Good luck to all the teams!

## Email System Gets a Refresh

### Operations Customer

The Sales & Marketing team have invested in a new email system to improve communications with customers across Commercial Services.

The first emails have been sent out to our Refresh Card customers (the loyalty card system used by Great Food at Leeds) and has proved successful. The open rate for the first email was 52%, compared to an average open rate of 32% for emails over the past 12 months using the older system. The amount of people clicking on the emails has also increased.

As well as being quicker and easier to create messages the new system gives us much more information on how our customers are seeing the emails and who is engaging with them, which enables us to create more tailored offers. The emails will now roll out across other services including Deli(very), MEETinLEEDS, Meal Plan and The Edge.



## 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