

fd matters *extra*

Commercial and Campus Support Services News from October 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.



Welcome

October can be the busiest month for student demand. It's always a shock to see the volume of customers on campus and still be able to respond by delivering great service - a challenge we always rise to! Student satisfaction is important to the University, as you can read in the Customer Satisfaction article below.

Closing gaps in satisfaction and further improving already good satisfaction levels are an important focus for us too. This month we highlight how the Refectory team have adjusted their service times to make a step change in their customer satisfaction, to be complimented by the refurbishment mentioned in the last month's newsletter that will help us **continue to compete with the best**. It's also great to read about how the fitness team have worked hard to continue improving the personal training service to keep our offer fresh and **attractive to our customers**. Thanks to all those involved in driving these innovations and **being responsive with our service**. It's making a real difference.

Stewart Ross
Director of Commercial and Campus Support Services

A focus on...Customer Satisfaction

Finance

Student satisfaction with their experience is a very important measure of a university's ratings in many of the published university tables. Some of you will have seen these come out in October - Leeds has continued to improve its ratings and was once again named runner-up for the University of the Year award in The Times and Sunday Times Good University Guide 2016.

The guide reported that the University had an excellent score for student experience (88%) and Sir Alan Langlands was pleased with the recognition: *"This is a welcome acknowledgement of the excellence of the staff and students at Leeds. Our continued success in the rankings has been driven by high levels of student satisfaction and world-class research."*

Our focus on excellent customer service is very much about having an impact on the experience of students and the improvements are a real team effort from all departments across the University, including us!

Worldnet secured for 2016

Operations

MEETinLEEDS and Sports Park Weetwood have, once again, brought the knock-out football tournament WorldNet to the University. The two-day event will make use of a number of facilities at the University and so brings together a number of departments including Sport & Physical Activity and Residences.

That teams can work together is a testament to the strong relationships we have throughout Commercial and Campus Support Services to provide these large scale events at the University.

New features lead to increase in Refresh spend

Customer Operations

The Great Food at Leeds marketing and operations teams have been working hard to increase sales of the Refresh card and encourage sign up.

New loyalty features and increased sales and marketing activity has helped to increase this year's Refresh spend by 56% compared to last year. In addition to this, the amount of money topped up by customers is above target for 2015/16.

Café and Refectory staff have played a vital role in helping customers to understand the new features. Customers are rewarded for purchases with loyalty points and a hot drink stamp card, as well as giving added convenience for customers through the new Refresh app. Thanks for all your hard work!

Cumulative Sales - Money Topped Up



Did you know?

1,272

deliveries were made by the Print & Copy Bureau during September!

Meal Plan hours

Customer Operations

The Great Food at Leeds team have been working hard to close a key satisfaction gap from our Meal Plan customers and have already noted some success.

Residential students who sign up to catered accommodation at the University wanted flexibility on when they could use their Meal Plan Card.

The team have acted on this feedback to improve the experience for our customers by opening up the Meal Plan card to be used at any time which, whilst challenging for our operational staff during busy hours, has already proved to be successful with peak hours already starting to spread across the day.

Further initiatives will be put in place in the coming months to spread the demand during peak hours including promotions and double loyalty points during certain times.



Personal Training success

Customer **Operations**

The Personal Training (PT) team at The Edge has seen a significant boost in sales over the past few years as more and more customers have discovered the range of skills and experience that the team have.

Since September our team of 13 PT's have been training 119 clients using the new fitness equipment The Edge has recently invested in. This state-of-the-art equipment, along with the diverse range of backgrounds and personalities in our team have led to the increase in popularity of our PT's amongst customers who are looking to achieve various different goals.



Meet the team and find out more at: <http://sport.leeds.ac.uk/the-edge/personal-trainers/>

Staff suggestions

People **Operations**

The staff suggestions week is being held 23rd – 29th November 2015 - all staff are invited to submit their ideas about improving the way we work or the service we give to our customers. You can do this via the cards provided in staff areas, via email to csstaffsuggestions@leeds.ac.uk or online at <http://commercialservices.leeds.ac.uk/staffsuggestions/> Your ideas are invaluable to improving our service so please do make a suggestion.

Training opportunities

People

The Logik Centre are running a number of CPD courses for staff. Take a look at all of the available opportunities on the Logik Centre website at www.logik.leeds.ac.uk

Cleaning staff audit AD Plant

People **Operations**

As part of our strategy for sustainability all University food waste is now taken directly to ReFood, a food recycling plant in Doncaster. Once there the food is fed into their Anaerobic Digester which breaks down the material to generate biogas, which is then used to produce electricity, (enough to power 5,000 homes an hour!).

Staff from Cleaning Services audited the site in October to ensure our supplier was providing the best possible operation and learn more about the impact we're achieving in employing this initiative.



(left to right) Mike Howroyd, Janet Willis and Kevin Banks.

Uni Girls Can

Customer **Operations**

A new initiative was launched by Leeds Sport last month based on the This Girl Can campaign by Sport England. Uni Girls Can, aligned to the University's strategy of engaging with various groups across the city, aims to inspire female students, staff and the local community to take part in sport and physical activity. The programme was launched with a series of talks and workshops led by sporting greats such as Dame Sarah Storey and Charlotte Evans MBE, who shared their personal journeys to success.

The event was a great success with over 300 people engaging in the week's activities. To maintain the momentum of the launch the team have further developed their webpage where staff, students and the local community can find activities, get nutritional advice, increase their leadership skills, develop networking opportunities and even read some blogs to discover what inspires them! For more information visit: www.leeds.ac.uk/unigirlscan.



The Uni Girls Can Catwalk Run. Photograph by Sam Elcock.

Gemma inspires at UB Awards

People

Congratulations and well done to Gemma Smales who has been recognised as an outstanding young leader in the 2015 University Business Young Leaders Awards! Gemma, duty manager at The Edge, was a runner up in the 'People's Pioneer' award that recognises inspiring and committed leaders.

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