

# fd matters *extra*

## Commercial and Campus Support Services

News from July to August 2016

**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.



### SMT Viewpoint

As the new academic year starts, our teams reflect on the busy conference season and gear up for the arrival of our new students and the return of familiar faces. We all play a huge part in the customer's journey on campus. Our students, staff, delegates and visitors make campus their home for a varying period of time. In that time, we are all responsible (and very good at) making them feel welcome and looked after, and it is crucial that we acknowledge how we all work together to ensure an excellent customer experience across the services we provide. This month's newsletter is scattered with stories of ways in which our teams are working collaboratively and independently to ensure that the campus experience is one that puts the customer at the heart of what we do.

**Harriet Boatwright**  
Sales & Marketing Manager, MEETinLEEDS

## Senior Management Team Takeover!

### People

Commercial and Campus Support Services (CCSS), and its Senior Management Team, has expanded over the past year bringing together eight of the University of Leeds's services. We've been listening to your feedback and we know that you'd like to hear more from our CCSS Senior Management Team.

Starting this month, one member of SMT will take over the foreword in each edition to give you their own unique viewpoint of news across CCSS. It could be anything from a deeper insight into their own business/service area or their own perspective on issues that affect us all, but we hope it will help you learn more about the work we are all doing at the University.

You can find a list of the Senior Management Team at: [commercialservices.leeds.ac.uk/about-us](http://commercialservices.leeds.ac.uk/about-us)

## An Event-ful Summer of Success

### Operations Customer

MEETinLEEDS have had yet another busy summer - the team will have welcomed over 30,000 delegates to the campus by the time student activity resumes in September.

It is not only the conference and events team that ensure the University offers

a fantastic delegate experience. Great Food at Leeds keep our customers well fed with excellent catering and service; PCB guarantees professional banners, posters and programmes; Security look after the wellbeing of our guests, Porters and Cleaning Services maintain the wonderful facilities and The Edge provides a place for a physical workout, after the day's mental exertion.

There has been an overwhelmingly positive response in our quest for feedback, with visitors taking to twitter and letting the world know that the University of Leeds is a world class destination.

The MEETinLEEDS team would like to extend a special thanks to everyone from every department that has contributed to another triumphant summer. It wouldn't be possible without you!

## Cafés Score Highly

### Operations

Over the last six months, the Great Food at Leeds café teams have achieved fantastic mystery shopping scores across all areas. Each mystery shop has successfully scored higher than our target of 85%.

### SUMMER SALES STATS TO DATE



**417**  
Conference Enquiries



Value of  
**£2.4M**



**70%**  
Conversion Rate

Mystery shopping allows us to monitor and check that the processes and standards within our outlets are being maintained at the highest standard, any feedback received from a mystery shop is acted upon by the team to ensure we are continually improving. Over the coming months, Donella Fernyhough, Coffee Bar Manager, along with the team will be reviewing the mystery shopping criteria to ensure that they reflect new processes and continue to provide relevant information. Congratulations to all café staff for this great achievement.

### CAFÉ MYSTERY SHOPPING SCORES



## Gryphons in Rio!

### People

The University has a great impact on world-class sport and Sport & Physical Activity have been working hard to promote this success, as well as support our athletes in this year's Olympic and Paralympic games.

Following the five medals won by our athletes during the London 2012 games, we have a host of Alumni, and

one current student, representing the University in Rio 2016.

## Olympians

**ALISTAIR BROWNLEE**  
Triathlon  
Gold Medal



**JONNY BROWNLEE**  
Triathlon  
Silver Medal



**GORDON BENSON**  
Triathlon  
DNF. Unfortunately, Gordon was forced to retire following a crash on the cycle leg.

**REBECCA GALLANTREE**  
Diving  
6th Place in Synchronised 3M Competition; Preliminary Rounds of Individual 3M Competition.

## Paralympians

**KIM DAYBELL**  
Table Tennis

**CLAIRE CASHMORE**  
Swimming

**KAREN DARKE**  
Hand Cycling

**LAURA SUGAR**  
Athletics

**GRACE CLOUGH**  
Rowing

Find out how our University of Leeds athletes are doing in Rio at [www.leeds.ac.uk/rio](http://www.leeds.ac.uk/rio)

## Operation Walksafe

**People** **Customer**

Security Services are at an advanced stage in planning for the start of term and Fresher's Week in September.

In partnership with West Yorkshire Police, the security team will once again launch Operation Walksafe. The initiative has been running for over 20 years and involves patrols by police officers and University security teams in an attempt to

detect and prevent crime around student areas and to provide a reassuring presence for students. Each year, security staff engage with 1st year students and give them crime prevention advice for student safety, and also contact details for our service.

Malcolm Dawson, Acting Head of Security, said: "One of our main priorities is to ensure the safety of staff, students and visitors, and this operation each September gives us the opportunity to communicate personally and to engage with first year students, to not only make them aware of our service but to make them feel safe as they venture into their first year at University".

## PT Room

**Operations** **Customer**

Personal Training at The Edge has seen continual growth over the last 5 years, posting a further 29% increase in revenue during the last 12 months. Following this success, a £15K investment has been made in the Personal Training studio to offer a new state of the art functional training space, ensuring we stay on trend and ahead of our competitors.

The investment will facilitate the launch of small group Personal Training, help to grow the current fitness course offering, and expand the group-exercise programme. Where space can be at a premium during peak times, the new studio increases capacity and offers a new branch of versatile training options to the member experience.

Find out more about Personal Trainers at The Edge at [sport.leeds.ac.uk/the-edge/personal-trainers/](http://sport.leeds.ac.uk/the-edge/personal-trainers/)

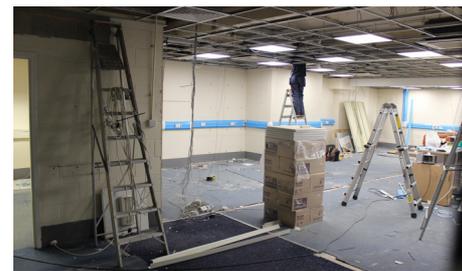


## PCB Refurb

**Operations**

The refurbishment of the Print & Copy Bureau commenced in July and will be

finished near the end of August. During this time, there is a reduced service for customers, but the team are managing this by encouraging customers to use the online service, PrintCloud.



## New Attendance Monitoring Technology

**Operations**

Facilities Support Services are supporting the University with their iBeacon project aimed at monitoring student attendance. The technology enables smartphones, tablets and other devices to perform actions when in close proximity to an iBeacon, such as receive a message or log a location.

250 iBeacons have been installed by the FSS team in Central Teaching Space rooms across the campus.

## Cleaning Machine Investment

**Operations** **Customer**



Cleaning Services have invested in two ride-on scrubber dryers for floor maintenance across the University, primarily on Red Route and Parkinson Court. Investing in these machines means that we can work more productively while at the same time improve cleaning standards. It also means that we are able to clean during the day as the floors are left practically dry.

## 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
- We know we're getting it wrong when we:
- Say "it's not my job"
  - Openly criticise colleagues
  - Sap energy from others
  - Ignore issues and problems