

# fd matters *extra*

## Commercial and Campus Support Services

News from August to September 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



**Lynne Cubbon**  
Business Development Manager

Starting my career in Sport & Physical Activity 15 years ago and now working across the FD, I've had the privilege of working with a number of fantastic services, teams and people on different projects. My team and I are responsible for Business Development and Performance. This involves managing changes to systems and processes and being responsible for the measurement and reporting of performance and customer satisfaction.

By better understanding our performance through our IT systems, customer surveys, comments or via our touchscreen surveys we are able to understand where improvements are needed. Improvements can be small – consistency in the way we answer the phones or changing the shift handover sheets in security; or large – introducing an online print ordering system or the EQMS system for managing audits. Whether small or large, customer facing or behind the scenes, **all these improvements will enhance the customer experience.**

If at any time you have a suggestion on how we can improve the customer experience, please raise it with your Line Manager, we would love to hear it – if you are thinking an improvement could be made, I'm sure our customers are too!

### We're University of the Year!

**People** **Customer** **Operations**

As you will know, the University of Leeds has been named University of the Year 2017 by The Times and The Sunday Times' Good University Guide.

Chosen by a distinguished panel, the Guide showcases the excellent student experience at Leeds. This is a huge achievement for the University and demonstrates the investment in time, resources and people that has contributed towards the student experience. As a team, we should all feel extremely proud of the contribution that each service within Commercial and Campus Support makes to the overall performance of the University. We have worked tirelessly to continue to improve the service and facilities we offer and this award is in part testament to that hard work.

This is an award for all of us – thank you for the contribution you have all made to continuously improving our service!

### Building work

**Customer** **Operations**

It's an exciting time on campus as many of the refurbishments that make up the £520m investment to create a world class campus are firmly underway, with some due for completion in the next few months!

We appreciate however, as a result of the building work taking place, the hard work of staff in our service hasn't been without disruption, and often, despite the building work chaos, you have all continued to get the job done! For instance, the cleaners at Worsley, through sheer determination and smiles, continue to clean and polish the corridors despite the noise, dust and disturbance. This positive, can-do attitude hasn't gone unnoticed and we'd like to say thank you to everyone who continues to show they care by getting the job done whilst building work takes place.

Look out for the completion of the Worsley Building and Edward Boyle Library later this year followed by the University Union building in spring 2017. To catch up on the projects visit <http://leeds.ac.uk/campusdevelopments>

### N-ice work

**Customer** **Operations**

Using the new wide format printing machine, PCB has provided the signage wrap for an industrial container which will soon be off to the Antarctic as part of a Research project.



### Membership sales up

**Operations** **Finance**

Membership sales at The Edge have increased following a successful new campaign. This year the team came up with a fun emoji marketing campaign to engage with the student population across campus, aiming to encourage students to buy Edge memberships and to stay fit and healthy.



**Membership Sales**

↑ Up 16%

**Premium Membership**

↑ Up 20%

**Halls Upgrade**

↑ Up 30%

The front of house reception and sales team have successfully dealt with plenty of walk up sales and enquiries, and the membership sales results have been fantastic.

Find out more  
<http://sport.leeds.ac.uk/back-to-the-edge>

## Pure Cafe Opens

**Customer** **Operations**

PURE café on Level 9 of the Worsley building opened its doors on Monday 12 September to much anticipation.

The café has been greatly received by students and staff, with a lot of buzz around the smoothies, cakes, salads and, above all else, the specially commissioned PURE coffee blend. The café saw a strong first week of sales, which should only improve as word gets around and the staff settle into their routine. Quality of service and the friendliness of the staff team has been regularly remarked upon both in the café and on social media. Customers are really engaging with PURE's unique offering and positive value messages around local suppliers and quality food and drink. With a growing email mailing list we hope to add value to the café, by running events with suppliers Caroline's Cakes and Dark Woods Coffee, to give customers an insight into PURE's products and gain valuable feedback.



As one café launches, our next venture in the Edward Boyle Library is starting to take shape. With work due to commence in early October, the EBL café will mirror PURE's commitment to quality, with a particular focus on speed of service in what will be a bustling outlet. The catering team are finalising the menu which will offer a diverse range of hot and cold food, served 7 days a week.

## Save the date

**People** **Operations**

Commercial and Campus Support Services Away Day: Weds 4 January 9am – 4pm, with a post-event social. Venues will be Rupert Beckett Lecture Theatre and The Refectory.



## Paralympics success for Leeds

**Operations**

**KIM DAYBELL**  
Table Tennis

**CLAIRE CASHMORE**  
Swimming

**KAREN DARKE**  
Hand Cycling

**LAURA SUGAR**  
Athletics

**GRACE CLOUGH**  
Rowing



Find out about our University of Leeds athletes in Rio at <http://www.leeds.ac.uk/rio>

## Varsity: 4-5 October

**Customer** **Operations**

Leeds Varsity, a sports competition between rivals University of Leeds and Leeds Beckett, is the biggest sporting event in the University calendar and climaxes with one action-packed day, featuring over 60 fixtures across 25 different sports. This year it was our turn to host, so Commercial and Campus Support staff from Leeds Sport, supported by the FD Marketing and Communications team, worked hard to create a Varsity buzz around campus.



The day culminated with the Men's Rugby Union Grand Finale at Headingley Carnegie Stadium, attracting an audience of over 14,000 students – making it the second largest event of its kind in the country!

## Final Score



Find out more about the event at <http://sport.leeds.ac.uk/varsity>

## Cycle Awareness Week

**Customer** **Operations**

Security Services, in partnership with West Yorkshire Police and Leeds City Council, will launch their Cycle Campaign on 24-26 October by promoting three strands of cycle safety and security. For only £15 students can receive a new secure DLock, have their cycle registered and receive front and rear lights for their bikes.

Malcolm Dawson, Acting Head of Security said, "This campaign is aimed at improving cycle safety and security across campus, and students are invited to visit security and police staff at cycle racks around campus between 8am-10am and 2pm-4.30pm on the 24, 25 and 26 October to purchase one of these packages, which are amazing value."

For further details, contact [m.dawson@leeds.ac.uk](mailto:m.dawson@leeds.ac.uk) or [crimeprevention@leeds.ac.uk](mailto:crimeprevention@leeds.ac.uk)

## Print & Copy Bureau Refurbished

**Customer** **Operations**

The Print & Copy Bureau has completed its swish transformation ready for the new term and offers a much more customer friendly environment.



## 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

- |  |  |   |   |
|--|--|---|---|
| <br>Show You Care         | <br>Know Your Stuff             | <br>Share a Smile          | <br>Go the Extra Mile          |
| We know we're getting it wrong when we:  |  |   |   |
| <br>Say "it's not my job" | <br>Openly criticise colleagues | <br>Sap energy from others | <br>Ignore issues and problems |