

**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.



**Julie Tong**  
Head of Retail Catering

## Management Viewpoint

I joined the University in April to take up a new role in GFAL as Head of Retail Catering. I've very much enjoyed getting to know the staff and campus (I still get lost!) and have been struck by the passion and dedication of all our teams to the business and to our customers.

With the start of the new academic year, it's been a really busy time for GFAL. We've had a bumper summer of conference and event activity to facilitate, as well as looking ahead to the new term. We've added to our café portfolio by opening the all new PURE Express at Thackrah and also introduced a new global concept with the opening of FUSE at the School of Chemical and Process Engineering, the refurbished former Houldsworth café.

Over the next few months, I am keen to implement a culture of continuous improvement for all our operations; implementing documented brand standards and targeted retail training for our staff. My key focus for the year ahead will include looking at our international offer and how we can ensure we are meeting the needs of the varying demographic of our customer base. I will also be reviewing many aspects of our current business to provide strategic recommendations moving forward.

## Cycle awareness campaign

Operations Customer

Security Services, in partnership with West Yorkshire Police and Leeds City Connect, will launch a new cycle campaign in October, aimed towards new students. Security Services will be promoting three strands of cycle safety and security. For only £20 students can buy:

- a solid D-Lock
- have their cycle registered
- front and rear lights for their cycles



cycle safety and security across campus and follows on from last year's successful campaign.

"A good solid D-Lock makes it much harder for thieves to steal cycles and they usually go for those that are not secured properly. Registered bicycles can be identified and returned to its rightful owner should they be stolen. Accidents occur with cyclists often riding with no lights during darkness."

Students are invited to visit the security marquee in the Precinct on 9-10 October and purchase a cycle security package, whilst stocks last. For further details contact: [m.dawson@leeds.ac.uk](mailto:m.dawson@leeds.ac.uk)

Malcolm Dawson, Security Services Manager said; "This campaign is aimed at improving

## Print shop sales increase

Operations Customer

 **40%**

The Print & Copy Bureau have had an unprecedented number of students using their print shop recently. 1,817

postgraduate students requested work to be printed and bound, compared to 1,345 students for the same period last year. This represented a doubling of the number of pages printed and a 40% increase in sales. Well done to the PCB team.

## SPA launch largest exercise class ever

Operations Customer



Exercise class provision is one of the most popular services provided by Sport and Physical Activity, and in response to customer feedback the Health and Fitness Team have worked hard to enhance its offer for the start of the 2017 term.

Increasing from 160 to 220 classes per week, makes it the largest exercise class offer in the city, and one of the largest within higher education.

Another exciting new development is the introduction of a brand new Virtual Class offer, with Studio 1 at The Edge undergoing a £10k investment, turning it into an enhanced training space with a wide range of digitally-led exercise classes, in addition to the usual instructor-led sessions.

Read more at <http://bit.ly/edgeclasses>

## New leadership cohort

People

Our fifth Inspirational Leadership programme starts on 28 September with an informal introductory event where attendees will get the opportunity to meet others attending and members of the senior management team (SMT).

The programme is designed to bring together key leaders in

Commercial and Campus Support Services to share best practice and provide development opportunities. It's part of a wider effort to recognise the importance of all of our leaders, and the important part they play in managing and leading our services and staff.



## Cleaning collaboration makes things clearer

### Operations



Following the successful acquisition of a new waste contractor (AWM), Cleaning Services have collaborated with Sustainability Services to work on a project that helps us all identify what can and can't

be recycled. As a result, new bin labels have been produced, with the help of FD Marketing and Communications, that are much clearer and easier to understand. Janet Willis, Head of Cleaning Services, is pleased with the result; "the new labels look great and we hope they provide greater clarity and thus will encourage more recycling across the campus as part of a wider waste communications project at the University".

## Expanded café offering for GFAL

### Operations Customer



Teams across Great Food at Leeds and Marketing and Communications have been working hard over summer to open two new cafés on campus.

After the success of our award-winning PURE café in the Worsley building, a PURE Express has opened on the ground floor of Charles Thackrah building. Designed as a grab and



go outlet, the café caters for the hustle and bustle across the western side of campus.

The previous Houldsworth Building café space was crying out for some TLC. With seating for over 100, FUSE is now our second largest café on campus.

We hope you'll visit both exciting new cafés in the near future.

## Changes to Senior Management Team

### People

Colleagues should be aware from the last edition that Jo Hynes has now started as Deputy Director of Campus Support. As a result, we have slightly reorganised our senior team structure, and thought that it would be useful to share these changes across the wider team. Stewart Ross, as Director of CCSS has the following direct reports: Sue Pimblett, Suzanne Glavin, Bev Kenny and Jo Hynes, who, alongside service support from HR, Business Development

and Finance, comprise the Senior Management Team for Commercial and Campus Support Services. A wider management team, comprising the above team and senior managers from each of the services also meets once every six weeks. Individual services have their own local management team meetings and the arrangements for this can be found via the Head of Service in your area.

More details can be found on the website <http://bit.ly/aboutccss>

## Chef takes visitors back in time!

### People Operations



The latest exhibition from Treasures of the Brotherton Gallery called upon one of GFAL's chefs, Phil Tostevin, to recreate recipes from the mid-15th century, for the event.

'Cooks and their books – recipes

from Romans to the present' explores how recipes have been collected and compiled since Roman times.

Phil researched recipes and cooked a French onion soup and a beef, carrot and swede stew for the celebration. The exhibition and Phil's medieval recipes caught the eyes of Leeds-based television channel, Made in Leeds, who filmed the dishes being created.

Watch the video at <http://bit.ly/philcooks>

## Central Teaching Space refurbishment

### Operations

Teaching has now started in the newly-refurbished Central Teaching Spaces in Roger Stevens, Michael Sadler and Chemistry as part of a further £2M investment. The new facilities include brand new technology as well as a general refurbishment of the

décor, lighting, floor coverings and furniture.

Congratulations to Facilities Support Services for a great team effort in managing the installation and preparing all rooms ready for teaching.

## Campaigns communicate to new intake

### Operations

The start of term is key for many areas of CCSS and the Marketing and Communications teams have launched several new campaigns aimed at encouraging new students to find out more about our businesses and services.

The Edge launched their key 'Buy Online' campaign, encouraging students to take out an Edge membership. The campaign used creative visuals, trending lifestyle activities and digital support to resonate with the students arriving on campus.

The Print & Copy Bureau has launched a campaign (Hello!) to showcase their different products/services.

Great Food at Leeds launched campaigns introducing new students to the catering loyalty card, Refresh, and have introduced new welcome email messages encouraging app downloads.



Leeds Sport launched campaigns on upcoming Varsity events, promoted their social sports activities to new students and encouraged them to sign up to next year's Gryphons Abroad initiative.

## 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