



**BE A STAR**

# Winners' stories

**Quarter Three, 2024**



Stories have been summarised – if you would like to read your full, original nomination, please contact your nominator.



**B&I**

<b>Jenna Raistrick</b> 14Forty	<b>Karagan Cox</b> Eurest	<b>Karen Bourne</b> Eurest	<b>Kathy Jackson</b> Eurest	<b>Katie Spencer</b> Dine
<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>
Throughout issues with employee turnover Jenna has always stepped up, however since taking on a new dual role she has excelled. The client even took the time to email praising Jenna for her hard work - describing the standard of both the hospitality offer and cleanliness of her area as 'exceptional'. <i>"I feel super proud to have someone like Jenna within my wider team."</i>	Karagan was nominated for her grit and determination to succeed and grow in her role of acting supervisor. She has flourished, taking real ownership of the unit and gaining tremendous respect from the team. <i>"In a small amount of time she has re-shaped the unit - it's a pleasure to watch her present the work she has completed proudly and with confidence."</i>	Both sales and customer satisfaction have increased since Karen joined - transforming not only her team and the food offer but also the relationship with the clients and customers. Her passion and enthusiasm is contagious, bringing the team together and bringing lots of fun to the various concept days. <i>"Karen has become a role model to my other managers and has helped set an incredibly high standard".</i>	When the unit was without a manager for 9 months, Kathy stepped up to ensure the unit was successfully run and everyone was fed - always with a smile on her face. On a number of occasions she has done this single-handedly - a true hero. <i>"She has always put customer satisfaction above all else. Without Kathy I am sure that the service would have suffered."</i>	Katie hit the ground running when she joined, quickly winning over the client and making an immediate difference with her amazing creativity, cheerful nature and constant smile. <i>"Through her hard work we have moved from 1 hospitality event a month to over two a week. This, with the increased footfall in the restaurant is just the start - I can't wait to see what can happen once she's stated implementing some of her ideas".</i>
<b>Marianne Kelly</b> Dine	<b>Nicola Kirk</b> 14Forty	<b>Nicola Smith</b> Eurest	<b>Paul Hearn</b> Eurest	<b>Sarah Matthews</b> Eurest
<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>
<i>"I've had the privilege of working with Marianne on a difficult contract, where the Client was at the point of reviewing their exit clause. Despite email traffic on overdrive and continuous calls, Marianne remained unflustered, determined and highly professional - delivering change from the top down with enthusiasm. Fast forward 3 months and we sit in a QBR having partnership conversations. This shows what can be achieved with grit and determination in a short period of time."</i>	When a member of the public collapsed on the pavement outside of the office, Nicola instantly jumped to the challenge. She administered first aid and activated the defib, doing CPR until the paramedics took charge. Sadly, despite her timely actions the casualty died on arrival to hospital – but she never hesitated in her duty, going above and beyond to offer assistance. <i>"I'm incredibly proud of how she has conducted herself both during the event and afterwards".</i>	Nicola took on her first Catering Manager role just after we were given a 90 day notice of improvement following a tempestuous relationship where they had refused to sign a contract. What followed was months of hard work to get the offer right, recruit and build trust with the client. Nicola's eye for detail, ability to listen and hard work has led to the client finally signing a 3 year contract with us. <i>"We truly could not have done it without her, I can't wait to see what she achieves next!"</i>	On his 60th birthday, Paul was 200 miles from home mobilising a site, to ensure residents had a nourishing food offer for all shifts. He even served breakfast with the team! <i>"I recently had a QBD with the clients in attendance and genuinely I have never heard such positive client feedback about one individual. Paul's relationship with both day-to-day and senior clients is super strong, with trust I've not seen before".</i>	Sarah was nominated for her impressive client feedback: <i>"Sarah is more than just an asset to our team - she is an integral part of the business. Nothing is ever too much trouble and she ensures every customer gets nothing short of a first-class experience. She supports the team around her on a personal and professional level, dropping everything to cover shifts if needed. Put simply, we wouldn't have a successful catering arm to our business without her".</i>

# **CENTRAL FUNCTIONS**

<b>Amy Ellis</b> Foodbuy	<b>Anthony Hickey</b> Foodbuy	<b>Bethan Benfield</b> Sales	<b>Charlotte Parriss</b> Comms and CSR	<b>Derry Rowswell</b> Retention
<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	<b>Community</b>	<b>Customer</b>
When a supplier went into administration, Amy supported the healthcare business in sourcing 10,000 dispensers, along with soap and sanitiser - a significant achievement. This means we can continue to operate with some of our largest hospitals in a clean and sanitized environment to the delight of our end clients. <i>"Amy has been an absolute pleasure to work with, nothing has been too much trouble."</i>	Tony's amazing support in menu development is the reason behind his nomination - always listening and supporting the many changes needed in a very dynamic group of schools. <i>"Making changes to menus might sound small to others but without Tony having my back with his incredible support my job would be a lot harder and my schools would be very dissatisfied".</i>	Bethan heads up a team of researchers to support our ambitious growth target. Having never managed a team before she has not only taken them under her wing but has given them opportunities to flourish. Her research skills are second to none and her tenacious attitude to all tasks is unwavering. <i>"Bethan - you are a delight to work with, keep doing what you're doing!"</i>	Charlotte has been nominated for her hard work - leading marketing campaigns to specifically target new and existing clients alongside the Restaurant Associates Growth Team. <i>"She is not simply doing her job, she is going so much further than is expected of her in her role. Thank you Charlotte for all that you do - you are appreciated".</i>	Proposal manager Derry works within the Creative Lab and was nominated for his commitment to submitting bids to an exceptional standard - working additional hours and giving up his personal time to get the job done. <i>"Knowing that Derry is managing a bid for me gives me peace of mind that everything will be correct and on time - thank you for all your hard work!"</i>
<b>Karine Jazmin Munoz</b> D&T	<b>Lucy Jones</b> Foodbuy	<b>Mel Aston</b> ED&I	<b>Mia Molloy</b> B&I - Finance	<b>Todor Ivanov</b> D&T
<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Colleague</b>
KJ consistently goes above and beyond her day-to-day duties - playing a vital role in assisting the D&T team with implementing new processes and supporting the rollout of new product features. <i>"Working with KJ is an absolute pleasure; she consistently prioritises the needs of others while demonstrating a persistent commitment to personal growth, customer satisfaction and overall business success."</i>	Lucy is a great Ambassador for Foodbuy, working tirelessly to sell the framework to Colleges who sit outside our agreement. She was nominated for her consistent exemplary performance, which has been reflected in brilliant client feedback from multiple people across different Colleges. <i>"Her clients are delighted".</i>	At short notice Mel pulled together a group of ambassadors from the Ability network to join forces with Levy in their 1,000-mile relay to raise vital funds for the GB Paralympic team - speaking passionately about the employee networks and how to join them throughout the day. <i>"Mel always going the extra mile to ensure Equality, Diversity and Inclusion (ED&amp;I) is on the agenda."</i>	Mia was particularly helpful, patient and professional with a contract who we have struggled to get a firm payment process from. She worked tirelessly with the finance team on site and there is now light at the end of the tunnel thanks to Mia's determination to get the right solution. <i>"Mia needs to be recognised not just for this but for everything she does".</i>	Todor spent hours coaching a new team member, who was struggling with a task - helping them gain confidence and skills needed for future challenges through patient guidance and constructive feedback. <i>"The impact of Todor's actions is profound - the new colleague has thrived and this ripple effect has boosted team morale and productivity, fostering a culture of mutual support and growth".</i>

**CHARTWELLS**

<b>Adam Loach</b>	<b>Alexander Smith</b>	<b>Anna Lech</b>	<b>David Gillespie</b>	<b>Jennifer Culwick</b>
<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>
Adam consistently delivers 5 star service to pupils, staff and visitors to the College - always delighting guests whether it's a fun candy floss pop-up, fine private dining or an afternoon tea for visiting families. He created a very successful VIP opening of the new theatre, which was a year in the planning and showcased a menu celebrating local wine and produce. <i>"I'm not sure what we ever did without Adam."</i>	Despite an extremely challenging time in the Chartwells Schools estate, Alex has managed to support his teams under arduous conditions, which have kept him away from his home and family. His ability to identify and overcome the obstacles in his way is second to none, he really is a role model to the wider team. <i>"It's time we gave him a well-deserved pat on the back for always going the extra mile and making a difference"</i> .	Anna has been with Chartwells nearly 10 years and is an incredible asset to the team. She's committed, always coming up with new ideas and sharing her excitement around food. The relationship she has built with her boarding students is wonderful - baking celebration cupcakes for occasions such as when they pass their driving tests. <i>"A really positive influence in her unit"</i> .	David's unit serves pupils with Severe Learning Difficulties, and from the outset his commitment to mastering the various communication methods used at the school, including Makaton and PEC Books, was clear. He revolutionised the school menu, and supports special school events by providing suppers and breakfasts for 'sleepovers' - giving pupils experiences they might never have otherwise. <i>"The impact of these changes has been profound"</i> .	Jennifer was awarded the 'Thank You' award by the client at the University - chosen by the students and staff for outstanding customer service and contribution to the student experience. She keeps exceeding expectations as a passionate, inspiring and dedicated team leader. <i>"Every business should have a Jennifer - a true asset to the team and company."</i>
<b>Jerome Letore</b>	<b>Julie Gammon</b>	<b>Oliver Mackie</b>	<b>Robert Hunter</b>	<b>Steven Williams</b>
<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>
Head Pastry Chef, Jerome, was nominated for delivering an exceptional meal to 130 VIP guests including Michel Roux. Jerome created a modern take on an old Sussex pudding, working incredibly hard on the lead up to the event, and on the day itself, all while his son was ill in hospital. <i>"He is an outstanding chef with a gentle and calm nature and we are truly so lucky to have him."</i>	Cook Assistant Julie stepped up and took charge when both the Cook and Unit Manager were sick and unable to attend work. Despite being short staffed she kept standards high, never complained and was determined to run the kitchen efficiently and lead the team. <i>"Her commitment makes me feel well supported in my job - she deserves a Be A Star pin to attach to her apron"</i> .	Olly has consistently demonstrated exceptional dedication to customer engagement, particularly in promoting the Student Survey. His efforts surpassed expectations, resulting in his outlet receiving over 150 survey submissions. To put this achievement into perspective, the second highest number of submissions was only 32. This remarkable outcome highlights his ability to effectively motivate and encourage customers to participate in important feedback initiatives.	Rob was nominated for his continuous hard work, quick thinking and support that he offers his department each and every day. <i>"Your culinary prowess has not only delighted our taste buds but has also inspired us to savour life's flavours with newfound appreciation"</i> .	Steven was a huge support to another Chef who was on an apprentice course, teaching her new skills, and giving helpful feedback. He does everything with passion, always thinking of new ideas and menus, which inspires other members of the kitchen. <i>"His sense of humour can lift the team on the busiest of days which is a bonus in itself!"</i>

**ESS**



<b>Benn Ward</b>	<b>Denise Draycott-Walker</b>	<b>Janice Davies</b>	<b>Jennie Moseley</b>	<b>Joshua England</b>
<b>Community</b>	<b>Community</b>	<b>Colleague</b>	<b>Customer</b>	<b>Colleague</b>
<p>Benn approached the introduction of DFN Project SEARCH, a supported Internship programme for those with learning disability and autism, into his site with passion and commitment - creating an opportunity to change futures for marginalised young adults. <i>"On top of this, he has encouraged other sites to embrace the project, allaying fears and being a true bastion of inclusion and diversity."</i></p>	<p>Denise arranged a coffee morning on International Women's Day to support Broxtowe Women's Project (BWP) which helps look after victims of domestic abuse. This led to Denise forming a fantastic partnership with the charity and organising a fundraising Gala Dinner at the barracks - raising an incredible £9,000. <i>"I genuinely can't thank Dee enough for her incredible hard work and dedication - she has enabled us to support more families to live free from abuse"</i>.</p>	<p>When a much-loved, long-standing member of the management team passed away following a short illness, GM Jan stepped up to support his colleagues. Throughout this period Jan not only supported her team, she also personally helped the family through the on-site funeral arrangements. <i>"Jan demonstrated respect and compassion, ensuring the wellbeing of her team was protected while the operational output was maintained!"</i></p>	<p>Jennie was nominated for her tireless work and inspirational attitude - taking on a caretaker role of the Combined Mess with a smile on her face and empathy towards her staff. <i>"Jennie is tenacious, has overcome many obstacles and is currently head and shoulders above the rest. We are immensely proud of what Jennie has achieved in such a short period of time."</i></p>	<p>Due to staffing issues, Josh stepped up from his General Assistant role - taking his food hygiene training level 2 and assisting the chefs daily. When the head chef was off, Josh helped run the kitchen alongside the agency chefs - delivering fantastic food. <i>"The timings were brilliant and we had no end of compliments about the taste and presentation. Josh has now asked to start an apprenticeship and is looking to get to sous chef level. A real credit to our business and for our client"</i>.</p>
<b>Peter McLauchlan</b>	<b>Rachel Goodall</b>	<b>Rhianne Marquis</b>	<b>Stephen Rye</b>	<b>Trevor Claridge</b>
<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Community</b>
<p>When Peter found a member of the nightshift team in distress and struggling to breathe in the locker room, he immediately leapt into action. Performing some back blows whilst keeping the person in the correct position, he was able to dislodge the food they were choking on. <i>"Peter is ex-military and a great ambassador for ESS. He didn't hesitate to carry out this quite literally life-saving action, and we are all so proud of him"</i>.</p>	<p>Radio Operator Rachel was nominated for exceeding client expectations during a particularly challenging crew change flight. A fluctuating wind direction created a quickly-changing situation, which Rachel managed in an exemplary manner. <i>"She carried out her duties during a hectic and stressful time that would have tested even the most seasoned Radio Operator,"</i></p>	<p>Rhianne hit the ground running in a new role - overcoming several hurdles, curve balls and challenges. Not only did Rhianne relocate her whole family when she moved to a new site, her predecessor had already left so she had no handover and there were brand-new systems to learn. <i>"I have such admiration and respect for her - the positive impact she has brought to the role and the team has been nothing short of exemplary"</i>.</p>	<p>Steve has done a fantastic job being the Our Time Champion for the TESC contract and has supported all his colleagues along the Our Time journey. The Our Time PKIs have dramatically improved over the last few months across the contract. Without the support and drive from Steve and the engagement of all of our managers this would not have been possible to achieve such a dramatic improvement.</p>	<p>Trevor took complete ownership of an exciting new sustainability project onsite - with weekly compost collections now being taken by the local community. <i>"He works tirelessly and alone in a very demanding, onerous role - planning, collecting and recycling all food waste onsite, working in all weathers. He's also diligent with collating all figures and statistics to share with our client for monthly reporting."</i></p>

# **HEALTHCARE & RETAIL**

<b>Agata Kisiel Retail</b>	<b>Alisha Wheeler Healthcare</b>	<b>Cheryle Thornton Healthcare</b>	<b>Ian Roman Healthcare</b>	<b>Mary Jones Retail</b>
<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>
When a customer in Costa Coffee blacked out, Unit Manager Aga quickly put them into the recovery position and sought help. Drs diagnosed a stroke, which required a full crash team being called to the small unit. Aga made sure this didn't effect other customers - not an easy task. <i>"I'm super proud of how Aga conducted herself - although we work in a hospital environment it isn't easy dealing with these types of situation".</i>	Despite being a Catering Administrator, Alisha worked out of role as Ward Host to support the team during recent strikes. On two occasions she identified issues which could affect patient safety and dealt with them diligently and professionally. <i>"In times of crisis, people often recert to the bare minimum standard, this was absolutely not the case with Alisha. Well done, you're a credit to the company!"</i>	Cheryle is deaf, and full of passion and determination to succeed. Although initially hired as Kitchen Porter, she's now been persuaded to be more customer-facing. She wears a hard-of-hearing badge so the public are aware, and it's a delight to see her smile get broader as her confidence grows. <i>"Cheryle is like a sponge, soaking up every opportunity given to her while gaining respect from everyone she comes into contact with."</i>	When Ian went out of his way to help a patient who was struggling, his great work ethic was recognised not only by the patient but also by the client. <i>"Your lovely porter, Ian, has always been professional, polite, competent and thorough. He is often one step ahead of the requirements and is pro-active and supportive".</i>	Mary was nominated for the help and support she gave to a colleague starting a new role, and for her passion for M&S, One Retail and Compass. <i>"I have seen the long hours Mary puts into her role, she is absolutely first class, and full credit should be given to her as to why One Retail continues to be successful in winning tenders to get more M&amp;S stores within the healthcare sector."</i>
<b>Olumuyiwa Alexander Kuye Healthcare</b>	<b>Sharon Kinnear Retail</b>	<b>Tilak Chhetri Healthcare</b>	<b>Wing Lee Healthcare</b>	<b>Younes Ghouloul Healthcare</b>
<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>
Alex has been nominated for his exceptional bravery and quick thinking in preventing a robbery. A grateful member of the public emailed the hospital: <i>"I want to pass on my thanks and gratitude to Alex, who assisted me when I was robbed on Friday. He exited his car and chased after the robber and managed to get my handbag back. I'd like to thank him for his bravery and kindness, as I was really shaken from the robbery and he was there to help me in my time of need."</i>	RM Sharon experienced the death of an immediate family member, at a very busy period when she was leading an important mobilisation. Despite being advised to take some time out of the business, Sharon decided to continue to be at work to ensure the new cafe and team members were ready. <i>"She demonstrated pure resilience during such a difficult period of her personal life, showing her commitment to our colleagues and business."</i>	Security Manager Tilak knows everyone by name, smiling and lifting the spirits of everyone he comes across. When his team struggled to get to grips with TOPdesk, Tilak took the time to personally train each team member - day, night and at weekends. This has resulted in 100% compliance with all contractual KPIs. On top of this he regularly receives powerful feedback, not just from his team but from the patients as well.	Victoria (Wing) Lee's passion for coffee and her relentless pursuit of excellence have seen her progress from Barista to Store Manager in record time. Not only does she have brilliant ideas to boost team morale, she's a financial powerhouse too - consistently exceeding expectations.	When a woman impersonated a doctor and gained access to a patient in the custody of 2 police officers, administering some substance to them, Younes spent 2 days checking CCTV for the police. When handing over his footage, outside A&E, Younes spotted the wanted woman on an Ambulance, dressed as a doctor. Younes called the police and she was arrested. <i>"I can not thank him enough for his initial investigation, which led to the capture and arrest of the suspect."</i>

**IRELAND**

Ahmed Mehennaoui	Ianna Goriuc	Joan Foy	Jolanta Paff	Marc Sabates
Customer	Colleague	Customer	Customer	Customer
<p>Ahmed goes the extra mile in work every day and sets the standards for all other staff members to follow. With excellent relationships with clients, Ahmed is a role model that the other staff look up to - passionate about the food and service he delivers on a daily basis.</p>	<p>Ianna is so passionate about her job and is fully committed to helping others. Although she never says no when asked, she also works on her own initiative - always fair and emphatic, she inspires her colleagues. <i>"She is a perfect example and inspiration to all our staff."</i></p>	<p>Joan has worked for Compass for 26 years but still has the energy of a 30-year-old - bouncing around with happiness at work. Always friendly and smiling, the customers make a bee-line for her, and she helps build the confidence of the new starters. <i>"Joan deserves the recognition as a loyal employee and for her dedication to Compass".</i></p>	<p>Jola does such a great job dealing with our customers and clients - her smile and empathy is an inspiration to all of us. <i>"She helps everyone, especially those with special needs like children and disabled and elderly customers - going the extra mile to make sure they are treated with kindness and respect".</i></p>	<p>Marc was recently promoted to Team Leader after showing great positivity and dedication to his role. In his short time with Compass he has already inspired 3 of his friends to come and work for Compass. <i>"Marc has blossomed into his new role - receiving compliments from his customers on his friendly demeanour, friendliness and professionalism".</i></p>
Martina Finn	Peter O'Brien Gleeson	Rhiannon Ryan	Ricardo Klumpp	Vitor Martins Valini
Colleague	Colleague	Customer	Customer	Customer
<p>Martina has given 23 years of service in total, after taking a break to care for her mother. She looks after the till/tea/coffee station and she does it with pride. A dedicated member of the team, she doesn't hesitate to help and support wherever she is needed. <i>"She is very attentive, customer-friendly, customer-orientated - teaching all staff the importance of customer care and kindness".</i></p>	<p>Head Chef Peter keeps morale high, even on the toughest days, and his calm demeanour has such a positive effect on his colleagues - who he makes sure are happy in their work and included in conversations. <i>"He notices when someone isn't in the best form and makes them feel better - he's been so helpful to one of his colleagues who is going through some mental health issues".</i></p>	<p>The passion Rhiannon has for Compliance is admirable &amp; exemplary. Maintaining the 853 licence is only possible thanks to her dedicated due diligence when completing her daily compliance checks - the result of which positively impacts all our customers and clients.</p>	<p>Our Storeman Ricardo is always on time, and prepared to stay late whenever necessary with a smile on his face no matter how much pressure he is under. <i>"He does his work thoroughly and with pride - always ready to do more. He's an extremely valuable member of our Team and we would be lost without him".</i></p>	<p><i>"Vitor was alone at the unit closing the day and we received a last minute urgent hospitality request and he was able to take care of the request and delivery. Vitor has been shown lots of determination and commitment in his role and is completely trusted".</i></p>

**LEVY UK +  
IRELAND**

<b>Anthony Addison</b>	<b>Elena Roberts</b>	<b>Emma Webster</b>	<b>Erikka Clark</b>	<b>James Kelly</b>	<b>Matthew Kelly</b>
<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>	<b>Community</b>	<b>Customer</b>
Anthony stepped in to help another unit deliver their matchdays, after they lost both their Retail Manager and General Manager. Always willing to help, he gave up his weekends on more than 10 occasions - helping provide solutions to challenges the team were facing and teaching them how to use the newly-installed technology Levy had implemented.	<i>"Elena is the perfect mix of dedicated, diligent, hardworking but also fun, cheeky and quirky. Over the last few weeks, with a very busy calendar, new team members and a worrying personal situation, Elena has been my pillar of strength. Having her in the office or at the end of the phone has made the challenges more bearable - I will be forever grateful".</i>	Emma is one-of-a-kind and a pleasure to work with - continuously going the extra mile for her colleagues and the casual workforce. This is reflected in the huge amount of positive feedback Emma receives. <i>"Working alongside you is always a pleasure, and your constant support and camaraderie mean the world to me".</i>	Erikka deals with 60-80 sites per week, dealing with numerous problematic sites with regards to major staffing issues - with her true grit and determination she turns the sites around. <i>"Whatever I ask of Erikka she delivers, time and time again, leaving no stone unturned and not stopping until the job is done".</i>	Sous Chef James was nominated for his determination to keep food waste to a minimum. His inventive methods and positive attitude have helped embed this within the kitchen culture across the team. <i>"It is the extra efforts he puts into planning and managing the left over food that makes a real difference".</i>	Matthew is committed to his job and to his team. He treats all colleagues with respect and is a role model to the younger members - being endlessly patient and always ready to guide and develop them. He exceeds the high standards that he sets for himself, and consistently receives positive feedback from clients.
<b>Molly Fox</b>	<b>Nikolaos Brachimlari</b>	<b>Paul Curran</b>	<b>Prerna Sengupta</b>	<b>Tiago Yabiku</b>	
<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>	
Molly never fails to make colleagues and guests smile, with her calm approach in resolving any issues and correcting staff wherever needed. She was absolutely instrumental in bringing in a new contract, thanks to her gentle yet persistent approach. <i>"Molly makes our company shine in the places it needs - we have not only landed the contract but have promoted Compass in the best positive way".</i>	Nikolaos was nominated for his outstanding qualities as a manager, caring friend and all-round excellent individual. <i>"He demonstrates leadership qualities, providing effective management and support to his team. His ability to listen and understand others makes him a wonderful friend, always ready to help and support".</i>	Paul was nominated for his incredibly positive team-building and leadership skills. Even in stressful periods he's such a supportive colleague, taking the time to help solve issues and never leaving the office until everyone is happy. <i>"Paul is the type of amazing human being who you rarely see sitting down - he's always busy looking after clients on site and making sure his staff are supported."</i>	Throughout the Six Nations the chefs create hundreds of dishes and recipes. Prerna manages the data and input of all of them in order to create the correct allergen information. She proactively seeks out chefs to make them aware of dietary restrictions of guests in their areas, and helps put a suitable meal plan in place for them. <i>"Prerna is a credit to the team and thoroughly deserves to be a winner!"</i>	A valued member of the finance team, Tiago is studying for an AAT qualification - achieving 98% on his most recent exam, despite having no prior experience in finance. <i>"He has a real natural talent for numbers, and on top of this is incredibly supportive. He is always proactive in helping team members, volunteering to help where he can, including working alongside our recent Finance Graduate".</i>	

**RA GROUP**



<b>Aloha Solis</b>	<b>Andrew Green</b>	<b>Elizabeth Watson</b>	<b>Faith Paxton</b>	<b>Florian Macatangay</b>
<b>Colleague</b>	<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>
Aloha's unwavering support for a team member with learning difficulties is the reason behind her nomination. Despite her hectic schedule, Aloha makes this team member feel valued and supported by waiting for her after every Rapport Choir rehearsal, escorting her to the station and ensuring her safe journey home. "Rapport Choir is more than just a musical or a choir group; it is a symbol of family and home for everyone involved."	When Andrew was asked to be a guest speaker on a MENCAP InspireMe panel, discussing different job roles within the banking sector, he didn't hesitate. He received such positive feedback and the client was so grateful, saying: "Community Impact and corporate inclusion is a huge part of our priorities so to see Andrew supporting this event made me extremely proud of his development and integration. I can't thank him enough".	<i>"Lizzie is the heart and soul of our team, always there to lend an ear and offer support. She's all about fostering teamwork and bringing out the best in everyone. She's the reason I've stepped out of my comfort zone and started working on creating content again - she backs me every step of the way, and saw potential in me when I couldn't see it myself".</i>	Faith leapt at the opportunity to join 'You Matter', and we can't think of a better person to join the program. She's already proposed the great idea to host the first in-person Networking event for all in Egham, to help connect employees living outside of the city. "It's not every day you find a colleague who can help you in and outside of work, be your friend and support system, and still have the ambition to help many more".	When a claustrophobic guest was struggling to navigate the elevators to reach the 6th floor, Florian stepped in to assist - personally escorting the guest to her destination via the stairwell. "The guest was extremely grateful as she was ready to cancel the meeting - Florian's kindness left a lasting impression".
<b>Jason Holden</b>	<b>Lora Yordanova</b>	<b>Lukasz Komez</b>	<b>Peter Cunningham</b>	<b>Tom Warford</b>
<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Community</b>
Jason played a crucial role in the success of the pilot program for the new Time2Eat Loyalty and Promotions feature. His participation in workshops and troubleshooting sessions, along with countless hours collaborating with D&T have been instrumental in delivering exactly what our customers need and want. "Jason is a genuine advocate for enhancing our customer experience and is a pleasure to work with. Thank you for your hard work!"	Lora was nominated for her outstanding contribution to her team's success, specially in her recent role in training the newest team leader. "She's been the North Star for him, illuminating, encouraging and nurturing him along his path. Lora is not just a shining star, she's a supernova of support."	Lukasz's exemplary leadership and commitment to service excellence have been instrumental in achieving a remarkable 98% score in recent audits, a testament to his relentless pursuit of perfection. "He stands as a beacon of the core values embodied by Rapport - a pioneering provider of data-driven, insight-led solutions in the domains of people, risk and capital."	Growing up with parents who are profoundly deaf, Peter is passionate about sharing his experiences and closing the gap between the hearing and deaf communities. During Deaf Awareness Week Peter went the extra mile, running a pop-up to teach colleagues and clients how to 'sign' their names in order to receive a tasty cookie. He even brought his sister and niece in to support him, and together they reached 600 people - an amazing achievement. "He is a true asset to the Ability Network - well done Peter and thank you."	When challenged to elevate the summer BBQ menu, Tom surpassed all expectations, showcasing suppliers who prioritise sustainability and quality. "Tom's efforts have already begun to pay off, with the potential to generate a 12.5% increase in terrace sales compared to last year. His dedication and forward-thinking approach have not only enriched our menu but have also set a new standard for sustainability and quality in our culinary offerings."

**Thank you for your support!**



**BE A STAR**