



BE A STAR

# Winners' stories

**Birmingham City FC,**

**Wednesday 9<sup>th</sup> October 2024**

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



**B&I**

<p align="center"><b>Jenna Raistrick</b></p>	<p align="center"><b>Karen Bourne</b></p>
<p align="center"><b>B&amp;I - 14forty</b></p>	<p align="center"><b>B&amp;I - Eurest</b></p>
<p>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></p>	<p>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></p>
<p align="center"><b>Nicola Kirk</b></p>	<p align="center"><b>Sarah Matthews</b></p>
<p align="center"><b>B&amp;I - 14forty</b></p>	<p align="center"><b>B&amp;I - Eurest</b></p>
<p>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></p>	<p>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></p>

# **CENTRAL FUNCTIONS**

<p><b>Bethan Benfield</b> Sales &amp; Marketing</p>	<p><b>Mia Molloy</b> Finance</p>
<p><b>Colleague</b></p>	<p><b>Customer</b></p>
<p>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></p>	<p>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></p>
<p><b>Scott Askew</b> Education</p>	<p><b>Todor Ivanov</b> D&amp;T</p>
<p><b>Colleague</b></p>	<p><b>Colleague</b></p>
<p>Scott was nominated for his infectious energy and his passion for filling vacancies with the right people. <i>"The contract directors love his tenacity and passion for his job - he makes such a difference to our team and definitely makes it a brighter place to work. Our sector would not be the same without him and he undoubtedly needs some recognition".</i></p>	<p>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></p>

**CHARTWELLS**

<b>Anna Lech</b>	<b>Carl Chappell</b>
<b>Colleague</b>	<b>Customer</b>
<p>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>.</p>	<p>Executive Chef Carl gave up his weekend to travel to Cornwall to play his part in the second annual Crofty Pupil Sustainability Conference - completing all his prep on Sunday ready for the 10am start on Monday. He showcased a recipe turning wonky veg into a delicious sauce, before helping pupils replicate it themselves. <i>"A great piece of work, especially in an important year for retention"</i>.</p>
<b>Robert Hunter</b>	
<b>Colleague</b>	
<p>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>.</p>	

**ESS**



<b>Benn Ward</b>	<b>Denise Draycott-Walker</b>	<b>Jennie Moseley</b>
<b>Community</b>	<b>Community</b>	<b>Customer</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 &amp; organising a fundraising Dinner at the barracks - raising an incredible £9,000. <i>"I genuinely can't thank Dee enough for her incredible hard work &amp; dedication – she's enabled us to support more families to live free from abuse"</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>
<b>Justine Ducket</b>	<b>Rhianne Marquis</b>	<b>Sarah Edwards</b>
<b>Customer</b>	Colleague	Colleague
<p>Justine made an impressive winter wonderland on her days off and annual leave, including an entire Santa express, track and booking hall! Each of the patients and ward staff also received a handmade ticket, complete with a bell that rings if you 'truly believe'. Justine was awarded a Commanding Officer's coin to thank her for the magical environment she created and for spreading so much joy. <i>"Justine exudes the epitome of the culture which we are trying to create."</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>Sarah was nominated for mobilising a new key contract 4 hours from home, whilst keeping her main site operating to a high standard. Although mobilised well, IT constraints made it a difficult place to be, and Sarah dealt with the client and customer frustrations every day. The trust, relationships and training Sarah has offered to all she supported has been second to none. <i>"I am so very proud of Sarah - leaving home each Sunday night to return home the following weekend - astounding"</i>.</p>

**HEALTHCARE**

**Elisha Wheeler  
Healthcare**

**Colleague**

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. *"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!"*

**LEVY UK +  
IRELAND**

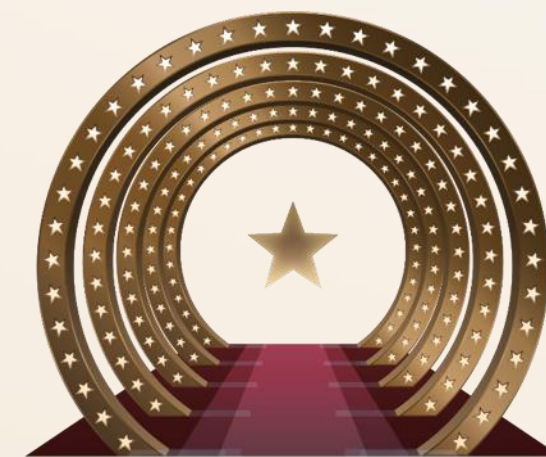
<p style="text-align: center;"><b>Anthony Addison</b></p>	<p style="text-align: center;"><b>Emma Webster</b></p>
<p style="text-align: center;"><b>Customer</b></p>	<p style="text-align: center;"><b>Colleague</b></p>
<p>Anthony stepped in to help another unit deliver their matchdays, after they lost both 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.</p>	<p>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>.</p>
<p style="text-align: center;"><b>James Kelly</b></p>	<p style="text-align: center;"><b>Molly Fox</b></p>
<p style="text-align: center;"><b>Community</b></p>	<p style="text-align: center;"><b>Customer</b></p>
<p>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>.</p>	<p>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>.</p>

The background features a series of overlapping, flowing, organic shapes in shades of cream and gold. The shapes are reminiscent of liquid or smoke, creating a sense of movement and depth. The colors are warm and elegant, with the gold tones being more prominent in the highlights and the cream tones in the shadows.

**RETAIL**

<p style="text-align: center;"><b>Agata Kisiel</b></p>	<p style="text-align: center;"><b>Karina Kus</b></p>
<p style="text-align: center;"><b>Customer</b></p>	<p style="text-align: center;"><b>Colleague</b></p>
<p>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></p>	<p>When the recruited manager left the business on the eve of opening a new Costa store, Karina stepped in at the very last minute. Not only did she open on schedule, she showed great resilience and enthusiasm in training and driving the team forwards over the initial weeks with great feedback from clients. She is committed to supporting while a new manager is recruited, despite having a young family at home and supporting her own store.</p>
<p style="text-align: center;"><b>Mary Jones</b></p>	<p style="text-align: center;"><b>Sharon Kinnear</b></p>
<p style="text-align: center;"><b>Community</b></p>	<p style="text-align: center;"><b>Customer</b></p>
<p>Mary was nominated for the help and support she gave to a colleague starting a new role, and for her passion for M&amp;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></p>	<p>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></p>

**Thank you for your support!**



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