



**BE A STAR**

# Winners' stories

**Quarter Two, 2024**



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



**B&I**

<p><b>Gaynor Goffey</b> 14Forty</p>	<p><b>Jenna Bough</b> Eurest</p>	<p><b>Jennifer Westerby</b> 14Forty</p>	<p><b>John Goldie</b> Eurest</p>	<p><b>Jordan Donoghue-Morgan</b> Eurest</p>
<p><b>Customer</b></p>	<p><b>Customer</b></p>	<p><b>Customer</b></p>	<p><b>Customer</b></p>	<p><b>Customer</b></p>
<p>When 14forty were awarded a 'retain and gain' for a large client, FM Gaynor was specifically called out for her contribution and support in convincing the Irish locations that moving to 14Forty was the right strategic choice. <i>"Gaynor has overseen considerable improvements in all the services under her supervision - cleaning, catering and security. She is integral to our soft service operations and is a joy to work with".</i></p>	<p>Under Jenna's supervision the café has flourished, becoming a beacon of excellence and a model supporting further sales wins and growth on campus. Her exceptional leadership and innovation demonstrates her unwavering dedication to bringing out the best in her team and creating an unforgettable experience for customers.</p>	<p>Jenny impressed the client by going the extra mile at Christmas - bringing in decorations from home to brighten up the canteen area and creating a 'Guess the name of the Elf' competition for colleagues to enjoy. <i>"Her enthusiasm and positivity is not only great to see, but is infectious and appreciated by many".</i></p>	<p>Relief Chef Manager John travels from Scotland to sites all over the UK, giving up his own personal time to ensure he's on site when needed. His sheer determination to get the job done has left our team fighting for his support. <i>"Quite simply an amazingly positive influence over the last 12 months and rightly deserves this honour".</i></p>	<p>It doesn't get much better than brilliant client feedback, but that's exactly why Jordan was nominated. He's had a massive impact on the team and the customers since he started, repeatedly going the extra mile to ensure all customers have a brilliant time in our outlets. <i>"I have never had such good service in there and he seems to brighten up his colleagues too".</i></p>
<p><b>Kirsty Murrell</b> 14Forty</p>	<p><b>Leandra Bennett</b> Dine</p>	<p><b>Roger Mitchell</b> Eurest</p>	<p><b>Sally Walker</b> Eurest</p>	<p><b>Steven Press</b> Dine</p>
<p><b>Colleague</b></p>	<p><b>Community</b></p>	<p><b>Colleague</b></p>	<p><b>Customer</b></p>	<p><b>Customer</b></p>
<p>Kirsty was nominated for her passion and enthusiasm for learning. With a can-do attitude and a strong customer service focus, Kirsty was keen for an opportunity to develop. Supported by two FM buddies, she was guided in her FM development. Even the client was very supportive of Kirsty, commenting what a great job she was doing.</p>	<p>Leandra organised a raffle to raise money for Stanlaw Abbey Development Trust's toy appeal - a local charity that gives Christmas presents to children. She raised a massive £1300, which translated into a huge amount of gifts for underprivileged children. <i>"We are all so proud of Leandra for her selflessness - she is an excellent ambassador for Compass and deserves all the recognition she can get."</i></p>	<p>Roger has been a consistent support in the Mental Health drive across B&amp;I, ensuring participation in MHFA training and proposing a new process to ensure Unit Managers know where to get guidance on all Mental Health matters. <i>"Roger's tenacity to keep striving for Compass to have a best in class people support is admirable and he is going above and beyond to drive for this".</i></p>	<p>From the day she started Sally made an instant impact with clients and employees - getting stuck in to a mobilisation and receiving an incredible client reference for the delivery of it. <i>"Mobilising this contract in this way not only delivers a great relationship and results, but supports further growth with additional client sites, as well as making for a great case study that has already been shared in 5 new business bids. It's the can-do attitude and constant seeking-to-do-more that sets Sally apart".</i></p>	<p>Steve's excellent performance has helped build brilliant client relationships at his site, contributing to us getting a 3 year extension on the contract last year. Despite only having a small kitchen, Steve creates a real buzz in the restaurant area with his consistently tasty, well-presented food. <i>"It would be great for Steve to win this award for the positive impact he has made to the site and the organisation".</i></p>

# **CENTRAL FUNCTIONS**

Amanda Rushfirth D&T	Conor Carey Finance	Deborah Dickens HSEQ	John Smith Foodbuy	Jonathan Swift Finance - Chartwells
Customer	Customer	Customer	Customer	Colleague
<p>Amanda is known as the "go to" person when there are queries on IT for Chartwells, using her expertise to get IT challenges over the line. From liaising with suppliers to escalating tickets to the right department, she is always enthusiastic, professional and willing to help. "I know if I contact Amanda I will always get an answer".</p>	<p>Conor went over and above his normal responsibilities during a recent acquisition, helping them seamlessly transition into the Compass world. Not only did he cover month end activities, he carried them out in his usual unflustered approach with his great personality. <i>"He has been so helpful and patient, translating my basic spreadsheets into the information that is required by the wider business and taking the time to explain anything I haven't quite understood"</i>.</p>	<p>Debbie was nominated for the support and dedication she gave to the Chartwells team with a particularly difficult contract. When the operations team were facing challenges with a particular client in several schools, Debbie dedicated time to coach and support colleagues to ensure compliance in all areas of Health &amp; Safety. <i>"Quite often, Support Functions are the unsung heroes and Debbie went the extra mile to ensure our Client has confidence in our operations"</i>.</p>	<p>John works on updating the tills for Chartwells with promotions and deals, and helps with any issues with EPOS - a role that requires great attention to detail. Not only does John have this in spades, but he is the most polite, supportive and reliable person. <i>"Nothing is ever too much, he goes out of his way to solve problems and explain how things work"</i>.</p>	<p>Jonny is a role model to junior members of the team, using his knowledge to support and coach others. When a number of new starters joined, Jonny took time out of his day to train them, completely unprompted, and stayed late to help them navigate the new processes. <i>"He tackles his day with dedication and good humour and makes the team a more fun place to be"</i>.</p>
Ousman Hussain Finance – Levy UK + Ireland	Paolo Armani Foodbuy	Peter Surridge D&T	Scott Askew HR - Chartwells	Wayne Hadley D&T
Colleague	Colleague	Customer	Colleague	Customer
<p>Ousman was nominated for the support he gives to his team - from welcoming and guiding new starters to stepping in and supporting others when there are vacancies in the team. He is the first to volunteer to help others, even when that means additional work for him. He even takes the time to help the junior members of the team, even though they don't report into him.</p>	<p>In his role as Recipe Data Owner, 'King of Excel' Paolo was approached when a colleague wanted to improve the recipe building excel file. Paolo ultimately created a game-changing file that has resulted in a 75% reduction in time, while creating a more user-friendly, natural way of writing recipes. <i>"I am nominating Paolo for the fantastic service he has given me and the impact his work will have on my working life and the lives of many others."</i></p>	<p>When an issue with the UK&amp;I Compass suite of reporting meant a potential fail in the middle of month-end, Peter leapt to the rescue. Alongside Wayne (also nominated) he worked around the clock, through the night for 4 days, to ensure that Compass only lost use of the system for 1 day (it could have been 9!). <i>"I have never seen such commitment and dedication... amazing work and what a role model"</i>.</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>When an issue with the UK&amp;I Compass suite of reporting meant a potential fail in the middle of month-end, Wayne leapt to the rescue. Alongside Pete (also nominated) he worked around the clock, through the night for 4 days, to ensure that Compass only lost use of the system for 1 day (it could have been 9!). <i>"I have never seen such commitment and dedication... amazing work and what a role model"</i>.</p>

**CHARTWELLS**

<b>Alex Parker</b>	<b>Carl Chappell</b>	<b>Ewa Bray</b>	<b>Fiona Purnell</b>	<b>James Edgar</b>	<b>Julie Bleathman</b>
<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Community</b>	<b>Colleague</b>
<p>Chef de Partie Alex has helped build an incredibly positive environment, leading the way by coming in early, staying late and always jumping in to support colleagues when needed. He volunteered immediately when the site needed a H&amp;S champion, and is now conducting the monthly Safety Walk and attending the H&amp;S meetings. <i>"He simply cares, which makes working with him a pleasure"</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>	<p>When we won a contract with very large and challenging sites, we knew we would face logistics challenges. But from mobilisation to actually supporting the units on a day-to-day basis, Ewa has the drive and passion to make it work. With her perfect paperwork, and commitment to make the large hospitality events go to plan, she is an inspiration. <i>"Her dedication to the job each day really does make a difference"</i>.</p>	<p>GM Fiona worked independently to obtain the Food For Life award for 5 of our Cognita schools, putting a huge amount of effort and long hours into the project. Gaining the award is very time-consuming, with extensive data that needs to be gathered to meet the strict criteria. <i>"The award shows our clients, staff, pupils and parents that we care about the meals we are serving and our impact on the environment"</i>.</p>	<p>Sous Chef James spent his own time supporting Cambridge Sustainable Food (CSF), an alliance of organisations promoting healthy and environmentally sustainable food for all. He prepared a vegetable and lentil curry for the local community at the Storeys Field Centre for the homeless, happy to use his skills to help and support those around them who are less fortunate.</p>	<p>Since her promotion to Area Manager, Julie's area has improved in every way, from audits and EHO to morale and general school feedback. She gets involved in any situation, whether it be washing up, mopping a floor or talking to parents. She even led the way by dressing up in some crazy costumes at Christmas, making the teams comfortable to do the same. <i>"Efficient and approachable, the staff speak very highly of her"</i>.</p>
<b>Malcom Wood</b>	<b>Michael Bowley</b>	<b>Sally St'Clair</b>	<b>Samantha Waitkin Smith</b>	<b>Sophie Ewers</b>	
<b>Community</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	
<p>Head Chef Malcom spent his own time supporting Cambridge Sustainable Food (CSF), an alliance of organisations promoting healthy and environmentally sustainable food for all. He prepared a vegetable and lentil curry for the local community at the Storeys Field Centre for the homeless, happy to use his skills to help and support those around them who are less fortunate. <i>"This sense of passion is shared and supported by the client"</i>.</p>	<p>Mike's calm, confident nature and his resilience were tested to the limits when he had to effectively navigate his way through a set of complex events - the tragic loss of a colleague, preceded by a very serious criminal offence committed on the premises which involved a number of colleagues. In that time, Mike also had to host some very high profile dining events. <i>"While most people would be overwhelmed, Mike remained composed throughout"</i>.</p>	<p>During recent bad weather, Sally often detoured on her way to work (long before the sun rises) to collect her team from their homes and give them a lift ensuring they don't have to deal with wind, rain and potentially late public transport. She is the glue that keeps our CPU running smoothly all year round, taking on the stresses and strains right the way through the year. <i>"In short, we would be lost without her - she is the definition of an unsung hero"</i>.</p>	<p>Unit Manager Sam's passion and dedication for school meals shows in everything she does. She is warm towards her staff and supportive and generous with her time. She was nominated after receiving a letter from the board of governors, which included: <i>"You are a vital part of our school and I would like to formally recognise your outstanding commitment to the education and wellbeing of our students and to express our thanks and gratitude for this service"</i>.</p>	<p>Sophie's specialist on-site HR knowledge has helped grow the people strategy, making the site a great place to work. She tackled her role with real tenacity and diligence - creating training plans, an inclusivity strategy and leading on reward and recognition. <i>"She is a role model for the business, reducing staff turnover and going a long way in realising our ambition of being a great place to work"</i>.</p>	

**ESS**



<b>Judy Finnigan</b>	<b>Justine Ducket</b>	<b>Matt Moseley</b>	<b>Maxine McKeown</b>	<b>Michael Teasdale</b>
<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>
<p>When a guest had a medical emergency and collapsed during a charity lunch, Judy rushed to help - calling for an ambulance and assisting the guest, with the help of an army officer, until it arrived. Judy not only went on to finish the lunch function, but then went to assist another function in a different mess that evening. <i>"Her hard work, determination and cheerfulness encompasses everything we could aspire to be. A very well done!"</i></p>	<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>Matt is responsible for the food offer at a new global contract. Matt has managed the complex mobilisation from a culinary perspective entirely on his own - catering for the workplace feeding for several thousand staff across 12 sites as well as a private residence requiring 5* food and service. <i>"Matt has been composed, confident and really welcoming to our new Compass colleagues - showing leadership, initiative and drive to succeed and provide the best food service solutions for our new client".</i></p>	<p>When an elderly passenger missed her connecting flight home due to a delayed departure, she was told to wait all day at the airport until her evening flight. Distressed and alone she started flagging down other passengers to help. The airline refused to pay for a hotel or even the lounge - then Maxine came to the rescue. Putting the needs of the passenger above profit, she offered free access to the comfortable lounge - an absolute life-saver in a very difficult situation.</p>	<p>Michael was recognised for the vast improvements he's made at the SHAS feeder. The huge increase in overall quality of food has resulted in lunch figures rising by 30%, feeding a high of 220 people on a lunchtime. His hard work, leadership and organisational ability has also meant a dramatic uplift in the supper service, much to the delight of the customers. <i>"The outlet is far more effective and efficient now than it was 6 months ago and most of the credit can be laid with Mr Teasdale".</i></p>
<b>Sarah Edwards</b>	<b>Scott Hammond</b>	<b>Sian Swinton</b>	<b>Tracy Tarling</b>	<b>Vitalij Semionov</b>
<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Community</b>
<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>	<p>When Scott's colleague Lily did not report to work following a period of annual leave, Scott arranged a welfare call which resulted in Lily being found by the ambulance service collapsed home alone following a suspected stroke. Lily was taken to hospital where it was sadly confirmed she had advanced cancer and was transferred to a hospice where she passed away a few weeks later. During this time, Scott not only supported the team, but also Lily's family, particularly her sister, who was indebted to Scott's actions which ensured that she was able to be by Lily's side when she passed away.</p>	<p>When there was a medical emergency with a member of the military, Sian jumped into action - contacting emergency services, co-ordinating site access and readying the defib. She stayed by the individual's side, liaising with the first responders on the phone whilst waiting for the ambulance. <i>"Sian showed great calmness, bravery and leadership in a very difficult situation".</i></p>	<p>Supervisor Tracy is known for her unique personality and great sense of humour, which shows at every opportunity. When one of our Latvian colleagues suffered the sudden and tragic loss of his wife, he struggled to cope with every day things, as English was not his first language. Tracy stepped in - giving him lifts, contacting numerous companies as his mediator and helping him at home. <i>"She has shown incredible patience and maintained her sense of humour throughout".</i></p>	<p>During his leave in December, Vitalij organised a clothes, toys and sweets collection to deliver to the children of Ukraine in time for Christmas. After collecting enough to completely fill a large van, he and 2 colleagues set off from Lithuania, through Poland to Northern Ukraine. <i>"At a time when many thousands of children in the area are without many things, Vitalij's group made it their mission to deliver some cheer to people in the direst of circumstances in their homeland".</i></p>



# **HEALTHCARE & RETAIL**

<b>Claire Winterburn Healthcare</b>	<b>Gail Peet Healthcare</b>	<b>Gheorghe Ionita Healthcare</b>	<b>Hannah-Louise Barham Healthcare</b>	<b>Karina Kus Retail</b>
<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>	<b>Customer</b>
<p>Claire cancelled her annual leave to cover her manager's 2 month period of sickness - leading from the front and maintaining excellent service levels for the client and the contract. <i>"Claire has kept our service levels and standards high through tough and challenging times. Her integrity is second to none - she is not only a star but also a fantastic role model for others."</i></p>	<p>Gail works on the Porting Switchboard, so helping to deliver babies isn't part of her job description - but that's exactly what she did earlier this year. During the incident Gail remained unflustered and after informing the midwives of the situation she helped to safely deliver a baby - for the second time during her time with Medirest. <i>"We think she is a true role model and ambassador for Medirest."</i></p>	<p>Despite English not bring his first language, Gheorghe's vigilance prevented a labelling error with potential allergen implications from going out into the wider business. <i>"Allergen labelling is vitally important to protect our customers and his vigilance meant that more serious consequences were potentially averted"</i>.</p>	<p>When Hannah spotted a elderly patient passing by from A&amp;E who was visibly upset, she offered to make him a hot chocolate and chat with him to calm him down. Hannah soothed him, with the help of a member of staff from the NHS, who later thanked Hannah for 'showing such care and compassion'. <i>"She pays attention to everyone around her and always spots anyone in need straight away, whether they are customers of the unit or not"</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>
<b>Kate Simcox Retail</b>	<b>Martin Sherwood Retail</b>	<b>Padrig Bowles (Paddy) Healthcare</b>	<b>Troy Cornwall Healthcare</b>	<b>Wesley Green Healthcare</b>
<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>	<b>Customer</b>
<p>Store Manager Kate is new to Compass and her first day was the store opening day at a first of its kind in the NHS. Kate went above and beyond to help with adoption for the store, and her feedback on the solution has been invaluable as we target improving and making the service scalable for future deployments. <i>"We're so impressed with her proactive nature - she's made a difficult deployment easier for the future"</i>.</p>	<p>Martin has recently started doing a weekly report, showing the results of the previous week in a clear and concise way so colleagues know how we're doing and where to chase sales. This is a great sales driver, helping not only his unit but another 15 units within the region. <i>"This is just one example of how Martin supports our whole region"</i>.</p>	<p>Paddy has united the kitchen and the ward catering staff, transforming the unit from a "them and us" scenario to one where the teams support each other. He has gained huge respect from the teams and the senior management regularly comment on his resourcefulness and dedication. <i>"I feel very lucky to have him in my team - he is a young man who can go a long, long way"</i>.</p>	<p>The hospital Chief Executive regularly receives glowing feedback from patients about dedicated porter, Troy. He really cares about the experience of the patients, and their relatives and is a great role model for our other porters. Feedback includes: <i>"He made what was a difficult afternoon that little bit easier"</i> and <i>"It only takes a few minutes to impact someone's day - I am extremely grateful to Troy"</i>.</p>	<p>When the unit was very short-staffed due to sickness, Wes volunteered to stay on after his shift to clear 40 cages of cardboard posing a fire risk to the building - working in the cold and dark for several hours. On another occasion Wes was on his way home and saw a patient fall over outside in the dark. Without hesitation he jumped off his motorbike and ran to help the patient safely back into the hospital - resulting in a personal letter of thanks from the client.</p>

**IRELAND**

Andrea Paine	Carmel Ní Churraoin	Danuta Zdunek	Kilment Neikov	Leah Chapman
Colleague	Colleague	Customer	Colleague	Customer
<p>Supervisor Andrea was nominated for her hard work, fun-loving personality and helpful attitude. <i>"She is always there to help drive the staff on and help anyone who needs anything. She treats everyone the same, can work in all aspects of the business and is always ready to muck in with whatever needs to be done!"</i></p>	<p>Carmel stepped up to Catering Assistant to the Site Manager, during a challenging time with staff shortages. <i>"She has gone above and beyond in ensuring the site is the best it can be with missing staff members. A true example of a team player, with a can-do attitude".</i></p>	<p>As a valued member of the Cleaning Team, Monica was nominated for her consistently high levels of customer service. <i>"She has great attention to detail and even on the busiest of days is unflustered in her approach to work. She remembers our customers' preferences and regularly goes the extra mile to delight our customers with her careful work".</i></p>	<p>Kitchen Porter Kilment was nominated for being one of the hardest workers in the kitchen. <i>"He never complains, does everything you ask him and when he's not in he's really missed! Since he's started working with us he's made all our lives in the kitchen very easy".</i></p>	<p>Supervisor Leah holds the reins of the busiest shift, making a difference in everybody's life she touches with her genuine kindness. A true professional she takes new team members under her wing and ensures they are trained in each area. Her amazing memory means she remembers most customers' preferences before they even order! <i>"It is my pleasure to nominate this lady".</i></p>
Maria Elisa Tomazini Metz	Maylon Leal	Michael Flood	Paulina Wieteszka	Sarah Nolan
Colleague	Colleague	Customer	Colleague	Colleague
<p>Maria's closest colleagues describe her as working brilliantly under pressure and say that they feel like everything is under control when she is around. <i>"Since Maria has joined the team, we have seen relationships within the department flourish. The whole team are happier to come to work and get the job done. From a manager's perspective, it's amazing to see the team get along so well and communicate effectively - I trust that everything will be okay in my absence!"</i></p>	<p><i>"He has a golden attitude and is always ready to put in a good day's work with a smile".</i></p>	<p>Kitchen Assistant Michael is currently stepping in as Sous Chef while the chef is off work with a broken arm - happily accepting the extra duties and responsibilities. The clients love interacting with him when he serves the carvery, and fellow staff respect his years of service and experience. He is always in good spirits, lifting the mood of other staff - his light heartedness and work ethic makes him an ideal ambassador for Compass.</p>	<p>Paulina's 'People-first' approach has made her a trusted and respected colleague in her new role. Despite encountering some challenging situations during her handover period, she showed incredible resilience and came out the other side with even stronger leadership capabilities. <i>"It is a pleasure to work alongside such a dedicated, hard-working and out-and-out nice person. I have no doubt she has the skills to be a superb future leader within our business".</i></p>	<p><i>"I want to nominate Sarah because she is a good manager - she always steps in to help with what we need and is always there to help the rest of the team".</i></p>

**LEVY UK +  
IRELAND**

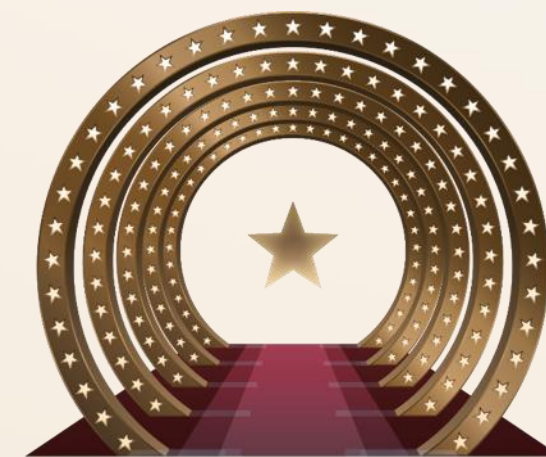
<b>Ana Rodriguez Losa</b>	<b>Byrun Spink</b>	<b>Cara Kirton</b>	<b>Curtis Thornton</b>	<b>Jack Dennan</b>
<b>Customer</b>	<b>Customer</b>	<b>Colleague</b>	<b>Customer</b>	<b>Community</b>
Ana co-ordinated the first ever Christmas marketing campaign the venue has every run, resulting in over 1600 covers from a standing start. She takes initiative, never misses a beat and delivers exemplary standards every time. <i>"Clients often tell me how great she is, and they are thrilled with her contribution. Without her, the operations team would not be able to do their job".</i>	Byrun is a determined, unflustered exemplary chef, and his hard work has seen him be promoted to Junior Sous Chef. He goes about his daily tasks with a tenacious and diligent care, going the extra mile by staying late to see that events are run smoothly. <i>"Byrun is a role model for any young chef and has the brightest future in front of him".</i>	Cara has really developed in her role over the last 12 months, going from delivering online training to being a leader in the transition to face-to-face sessions. Her enthusiasm has a direct affect on new starters in the Constellations 'Take Off' training sessions, you can see the positive impact her training style has when meeting new candidates. <i>"I have found myself highly relying on Cara for any training-related work since the development of the Constellation and Levy Masterclasses".</i>	When the Exec Chef wanted to do something original and create a talking point for fans, Curtis' gregarious nature and sense of fun meant that he was perfect for the challenge. A homage to the Chippy Alley famous in Cardiff City Centre was rolled out, which received amazing feedback from customers. Curtis was the beating heart of the project - brining a sense of theatre and raising the game in terms of food quality. <i>"Curtis has pride in what he is doing and it really shows".</i>	Operations Manager Jack mentors students with learning difficulties through their hospitality apprenticeships, as well as writing up their learning plans. He has coached them in front of house work, where they served clients brilliantly. <i>"These students have become part of our team thanks to Jack, we love having them around and it's very clear that working with Jack is life-changing for them as they learn life skills that will help them in every aspect of their lives".</i>
<b>Katarzyna Pardel</b>	<b>Marlene McArthur</b>	<b>Natalija Jefimova</b>	<b>Scott Smith</b>	<b>Zoe Gurucharri</b>
<b>Colleague</b>	<b>Colleague</b>	<b>Customer</b>	<b>Colleague</b>	<b>Colleague</b>
<i>"Kasia's heart is full of compassion, dedication and enthusiasm - she has always been supportive of our entire team. As much as we joke about how she is very direct and passionate, Kasia actually doesn't like the limelight and is happiest knowing that everyone else is taken care of. She is an excellent manager, employee and friend, and is so very deserving of a Be A Star award".</i>	Marlene is the team member you want in every site! She is the steady, supporting rock - leading the way and guiding not only the new GM but also the new Ops team and support team. Her welcoming and approachable manner have improved the atmosphere immeasurably, and the site is now somewhere people want to be. <i>"Marlene's impact and drive is infectious".</i>	Receptionist Natalija went out of her way to help a regular hotel guest with very advanced cancer. The guest regularly books in the day before chemo, using the leisure facilities to help with the mental and physical pain during the therapy. During a refurbishment she was unable to use the facilities, so Natalija rang round all local spas until she found one who could help. <i>"The guest burst into tears, saying Natalija's act of care and kindness had given her back belief in humanity".</i>	Scott is an invaluable asset to the culinary operation at his unit, consistently demonstrating excellence in his support, consultation and advice to the logistics and culinary team. His commitment to teamwork, positive attitude and remarkable work ethic have significantly contributed to the success of our operations. <i>"We are so grateful for his contributions".</i>	Zoe started on Match Day as a casual over a decade ago, and has now joined us full-time as Senior Conference & Events Manager. <i>"She helps everyone deliver events in a more successful way and is always there to lend a hand when needed. She's a wonderful member of the team and is constantly growing - well done!"</i>

**RA GROUP**



Alice Donadu	Chloe Stephen	Gabryella Brandao Silva	Joana Machado	Luisa Correa Valencia
Customer	Colleague	Customer	Colleague	Colleague
<p>When a woman was taken ill at one of the office's on Alice's site, she stayed behind to help, despite her shift coming to an end. She assisted both the ambulance and the office team, making sure everything was okay before leaving for the day. When the woman returned to work a few days later, Alice surprised her with a beautiful bouquet of flowers!</p>	<p>When the client implemented a new space-booking tool nationally (no mean feat!), Chloé was a crucial part of the project team. She worked many evenings and extra hours to make sure that every piece of communication was targeted and timely, giving our customers the tools and information they needed to adopt the new product. <i>"Her additional efforts made a huge difference to our customers and ultimately our frontline teams who were very grateful - truly well done!"</i></p>	<p>When Gaby had the opportunity to set up and run a new bar, she put her heart and soul into it. From designing the menu to selecting the décor, Gaby was involved in every aspect of the bar's creation... and the hard work paid off when the bar opened its doors to the public. <i>"Gaby's project was a resounding success - it is a testament to her passion, creativity and dedication".</i></p>	<p>When a colleague's shoe fell apart, leaving her upset and unable to walk home comfortably, Joana came to the rescue! Reaching out to the engineering team for help, Joanna secured some glue and fixed the shoes carefully. <i>"Her efforts remind us of the significant impact kindness and resourcefulness can have on our colleagues' well-being".</i></p>	<p>Luiza was nominated for her exceptional performance during the Head Chef's paternity leave. <i>"Luiza's skills and expertise in running the kitchen were evident as she successfully maintained the high standards and quality of the dishes. Her attention to detail, organisation and strong work ethic ensured that everything ran smoothly, even in the absence of the Head Chef".</i></p>
Martin de Fontanelle	Mindaugas Gailionas	Monika Pastorastyte	Noor Ul Ain Baig	Rimal Prasad
Customer	Colleague	Customer	Customer	Customer
<p>When the electricity went off in a high-profile resident's apartment, just before her guests were due to arrive, Martin jumped into action. Despite having over 20+ buildings to cover, he went to the property to investigate and quickly identified and resolved the issue of a tripped switch - saving her weekend plans!</p>	<p>When a client was expecting a visually-impaired visitor, Mindaugas went above and beyond to make the guest as comfortable as possible. He helped the visitor out of his taxi, assisted him to the reception desk to register and then supported him all the way to the client's reception - even personally booking him an Uber at the end of the day and assisting him to the car. <i>"The guest couldn't have been more grateful for Mindaugas' support throughout the day".</i></p>	<p>Monika relocated from London to Leeds, for her new role of People Operations Manager at our biggest and busiest venue in the portfolio. She excelled in her role, growing our own casual team and even reducing agency spend to zero on some months. <i>"I really look forward to seeing how the next 12 months pan out for her".</i></p>	<p>After relocating from Pakistan, Noor joined Compass ready to demonstrate her passion for cooking. Collaborating with the Executive Chef, she crafted a menu that authentically represented her homeland - resulting in Noor's 'Punjabi Tarka' concept, a testament to her creativity. <i>"Her concept exceeded all expectations and positive feedback poured in. Her story shows the transformative power of creativity; turning challenges into opportunities for culinary brilliance."</i></p>	<p>Rimal took the initiative to create a visitor dashboard in Excel for every site, with formulae showing daily/weekly trends as well as graphs portraying the visitor flow throughout the year. When the senior client saw it, he worked with Rimal to redesign the entire process of client KPI's tracking. Rimal presented this brilliant piece of work to all clients and trained them on how to use the spreadsheet. <i>"The positive feedback received for him was overwhelming"</i></p>

**Thank you for your support!**



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