



commercially speaking

News from Commercial Services (Sport & Physical Activity, Conferences and Catering) **October 2011**

Issue 9



Sarah Roe and Fiona Townend, enjoy an ice cream at the Staff Festival. Well done to all the staff who made the event such a success!

This Month

University hosts Olympians. Two international teams to have training camps at the University of Leeds.

Refreshing start. Catering card gets a re-fresh with fantastic staff benefits.

The Partnership. University and Students Union look at 'Partnership'.



Stewart Ross
Head of Commercial Services

Welcome.

Welcome to our update on all the news from Commercial Services. The start of a new academic year is upon us and it is an exciting, busy and testing time for us when we suddenly have the demands of thousands of new customers. I wanted to thank you all for the fantastic way in which we have coped with the start of the year after what has been such a busy summer of conferences and events, sports bookings and refurbishments. **Our ongoing performance has been excellent** and both financial and customer measures used to assess the performance of our services are indicating we are performing well – a great basis for us to deliver the changes planned in our strategy.

A couple of the developments reported later in the newsletter are worthy of special mention here as they show exactly the sought of innovation we are trying to create in Commercial Services as well as indicating what great progress we are all making.

September saw the re-launch of the Catering Refresh card; and with a revised sandwich offer from our excellent CPU team. These changes will make a massive difference to us as a business. The card is being heavily marketed not just to students, but to staff also. We want to try and encourage every customer to use this as a way to pay for their food and drink on campus. The card achieves two things: it will help customers get better value for money and it will lead to improved loyalty and our financial sustainability. Please, if you get the chance, encourage customers to get a card and contribute to making it a great success.

Secondly this summer Commercial Services secured the agreement of the world's best Olympic sports nation, China, to come and use our sporting, catering and residential facilities for their training. If you ever wanted to get a feel for how we are doing in meeting the University's vision of being world class then this is it – the decision by the Chinese was recognition of the facilities and also the staff and their skills here at the University and in Commercial Services. A huge thank you to all the teams involved in securing this world class contract for Leeds.

I trust that the coming months will be as successful as the last few have been and thank you again for the fantastic work across all of our services.

Best wishes,
Stewart Ross.

SPA launches Bee programme

During September Sport & Physical Activity launched the BEE programme, a new customer service training scheme.

SPA's number one priority is to deliver an inspirational customer experience and this programme brings a fresh approach to improving the people skills of staff which really makes the difference in keeping customers satisfied, loyal and committed.

The BEE programme is delivered in-house by members of staff across SPA who are selected because they consistently demonstrate excellent customer service by communicating brilliantly with customers, making them feel welcome and also feel at ease. These BEE coaches deliver sessions throughout the year to SPA staff and because they are SPA staff themselves the sessions have a relevant and lasting impact.



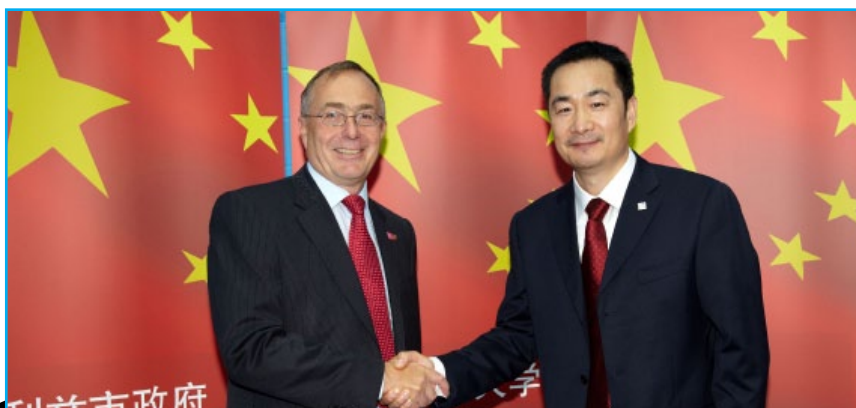
Congratulations to Tom Exeter, Sam Miles, Chris Swan, Robert Henriques, Andy Ball and Helen Lofthouse who recently gained accreditations as a BEE coach.

Just in... The following staff sat and successfully passed the Chartered Institute of Environmental Health Level 2 Certificate in Food Safety on the 13th September:

Lauren Angus, Sophie Hodges, Alice Keane, Christopher Lill, Catherine Miller, Daniel Mills, Amanda Proctor. Many congratulations.

What have we missed?
If you have something you'd like to add to the newsletter then please email m.hamnett@leeds.ac.uk

University of Leeds hosts Olympians



Vice Chancellor Michael Arthur with Director for National Team Management in the Chinese Olympic Committee, Mr Yang

We are delighted to announce that the University will be hosting training camps for two international London 2012 teams

The Chinese Olympic Committee have announced that the sporting superpower will base most of its 300 athletes - from at least 11 sports - at the University of Leeds next July for its pre-Games training ahead of the London 2012 Games.

China are a world superpower at Olympic level, having topped the medal table in their home Olympics in Beijing in 2008, claiming 51 golds and a total of 100 medals overall.

Vice-Chancellor, Professor Michael Arthur, said: *"It is a great honour for the university and city of Leeds that China has chosen to complete their preparations for the London 2012 Olympic Games here. We have superb facilities on campus and more than 1,500 students from China at the University, and I know we will provide a superb training camp environment for world-class athletes. Our staff and students will give the Chinese team a wonderful reception next year and I hope be inspired by our involvement with the 2012 Olympics."*

This is a major international achievement for the University, who will host the athletes as they prepare and acclimatise to English conditions before heading to London for the games next year. The majority of the athletes will be based at Storm Jameson Court and will train in sports facilities at the University including; Leeds Metropolitan University, and the John Charles Centre for Sport.

Richard Handscombe, Head of Sales & Marketing for Commercial Services said: *"This is a fantastic honour for the University and for the region. We have*

very high quality facilities and I am very pleased that the Chinese recognised that they would provide a superb training camp for their top athletes. We can't wait to welcome them here."

In addition to the teams from China, the Canadian Paralympic Wheelchair Rugby team have also selected Leeds as their chosen venue in the lead to the London 2012 Paralympic Games, and we have already hosted the first of three visits to the campus.



Performance Director for Canadian Wheelchair Rugby, Andy Van Neutegem, said: *"After careful evaluation, the University of Leeds was chosen as it best met the training needs of our team and, in particular, the flexibility and accessibility of the excellent facilities and accommodation. Their sport and supporting facilities are sports specific and are certainly to international standards."*

Following their stay during August Team Canada reported:

"Overall, the training, accommodation and food were excellent and staff service amazing. The quote of the day was, the 'Hilton of Residences."

Residential Services will continue to work closely with Commercial Services over the next 12 months to welcome both teams, and to ensure that the planned visits are as successful as possible.

Food Safety

by Geoff Tooley

Nutritional Labelling

Many headlines were written earlier in the month because McDonald's are going to start declaring clearly that a Double Cheeseburger contains 440 Calories and how horrific it is that it's so high.

A couple of things jumped at me. Firstly, is your local equivalent to Rick Waller (sorry Rick Waller fans) going to be bothered in the slightest and suddenly swap the burger for a skinny latte? Secondly, what does 440 Calories actually relate to? When you consider that it is a similar value to a decent bowlful of Kellogg's Cornflakes - is it really that bad?

Contrary to what most people think there is no legal requirement to label foods with nutritional values anyway. Some products do and some don't. Even for those products declaring information



Burger or skinny latte?

there is no common method as to how it has to be communicated. So we end up having products with 'traffic light' colours, points, graphs etc... which to most people mean nothing at all.

This just seems to lead to misconceptions - for example 'full fat milk' contains only 3.8% fat which in some other products would be labelled as 'low fat'. Compare this with 'light' (a meaningless term) mayonnaise that will contain 30% fat!

We are now getting problems with Children with Calcium deficiencies which may well be down to the swap away from 'unhealthy' full fat milk.

Incidentally you do find nutritional information on strange items: on feeding my bunny, Alfie, his favourite snack of "Carrot Crunchies" yesterday I noticed it told me how many calories were in each Carrot Crunchie. Now I need my bunny to be able run quickly to catch the girly bunnies, but I'm not sure how useful this is.

Please direct any questions to Gillian McKeith.

Welcome to Bodington Hall

Here's a chance to read the views of one of the Senior Residence Managers as they experience the conference season at the University for the first time! Thanks for the insight Sophie.

I was very excited to start my new role at Bodington at the beginning of July and what a start it was...

My first day was spent touring the site and meeting the team, who all made me feel extremely welcome. It was a hive of activity, as everyone was running around preparing for the biggest conference of the year, the International Medieval Congress.

It was 'straight in at the deep end' for me, trying to help out where I could to support the team. I must say I was really impressed with the customer service presentation. There were medieval menus, a tapas night and even an iced swan on the buffet, which is something I had never imagined seeing at a hall of residence!! The team worked really well together to make it a great success.

More conferences followed, but the most memorable event has to be the Alumni



Proud to be part of the Bodington team

by Sophie Hodges
Senior Residence Manager,
Bodington Hall

50th birthday celebration. I never realised that the old dining room at Bodington could look so glamorous!! A great evening was had by all and one guest even came all the way from Arizona to meet up with the old friends he had kept in contact with for over 45 years. We even had a few couples who had met here – the husbands were from Bodington and the wives from Oxley. A tremendous amount of complimentary feedback was received.

And as the conference season draws to a close I can honestly say that I feel very proud to be part of the Bodington team. I can't wait for intake... another new chapter to my life!

Storm Jameson's Green Credentials

Earlier this summer, staff at Charles Morris Hall experienced the first environmental audit in residences, under the Green Tourism Business Scheme, which is linked to the Visit England accreditation scheme

The preliminary visit looked at how the residence was managed from an environmental point of view, in regards to conference activity in particular, but also during student occupation as well.

The audit included a visual inspection of all areas of the operation, and staff demonstrating evidence of good environmental practice, through records kept on site.

The formal assessment is due to take place at Storm Jameson Court later in the year.



Catering Card gets Refreshed

Catering Services have taken a bite off food prices in their outlets recently as they've launched the new catering Refresh card.

The Refresh card has been available on campus for some time now and has allowed students (or parents of students!) to load

money onto the card to ensure that they have enough money for their meals. The re-launch has brought with it a number of benefits (including 10% off fresh sandwiches and selected hot and cold drinks as well as exclusive promotional offers), but it has also now been made available to staff at the University.

Staff from across Commercial Services have been working tirelessly on the re-launch over the past few weeks and are already seeing some great results. The new card was launched at the Staff Festival, with the discounts coming into effect from 19th September and initial feedback from customers has been extremely positive. We hope that the card will improve our customer loyalty and help us to improve our catering offer as our knowledge of consumer buying behaviour increases.

How does it work? It's edible credit – food and drink without the need for cash! Customers simply load value onto their Refresh card and present this at the tills when making a purchase. Customers can track their balance online and also add more credit by logging into their account.

Have you got your card yet? You can register for a card and find out more online here www.leeds.ac.uk/refreshcard



The Partnership

At the University of Leeds we have a strong tradition of partnership with our students.

Earlier this year a survey conducted by Leeds University Union (LUU) found that this partnership wasn't being recognised by current students as well as it should and so LUU and the University brought staff and students together to see what could be done. The result is **The Partnership**, a way of expressing the values on which a Leeds education is based.

The Partnership has been referred to in materials for students joining the University in September 2011 and will also inform communications we have with current students. **The Partnership** has been developed by students and staff and describes the mutual expectations of us all as members of the University community.

Looking at the sports and catering facilities **Commercial Services** operate on campus it's not difficult to imagine the role we have in helping to fulfil the University's commitment to **The Partnership** as we seek to meet student expectations at the University. We will be considering further how we can make a difference to **The Partnership** in our management meetings over the coming weeks.

You can find out more at partnership.leeds.ac.uk



85 days left to go

by Natasha Rahanu
Hospitality Bookings
Administrator

85 days till what, I hear you ask.
I'll give you a clue (3 clues actually, because I am nice)

1. The evenings suddenly seem a little darker than before
2. The supermarkets have started stocking large tins of Quality Street and larger tins of Jacobs Crackers
3. You've started ordering Baileys in your after dinner coffee at restaurants

Have you got it yet?

It's Christmas! - Yes there are now officially only 85 days (or less depending on when you read this) to go until the most festive day of the year.

And you know what that means - only 76 days until your Festive Season can kick off at the Staff Christmas Party this year.

This year's party is being held on Friday 16th December in the Refectory and is already looking to be one of the BIGGEST ever, and for the first year since its conception your partners or spouses are welcome to join you at the event!

Tickets are on sale now for only £17.95 per head which includes a three course meal, disco & dancing to the early hours.

As we all know though as well as being a wonderful time of year, the festive season isn't so easy on the wallet - so with the party tickets you have the option of pay now, enjoy later.

Meaning by the time it gets round to that all important December pay, all you need to worry about is whether the latest Kidizoom Twist Camera is still in stock!

For more details or to book your place at the party, please contact Natasha Rahanu on 0113 343 6106, email xmasparty@leeds.ac.uk or visit www.meetinleeds.co.uk/staffchristmasparty

Varsity Teams Ready For Action

The annual Varsity sporting showdown between University of Leeds and Leeds Met is fast approaching.

The two universities will do battle on Wednesday 5th October which this year will be hosted by Leeds Met, although some events will be taking place here on campus.

Leeds Varsity has grown enormously since it first started in 2005 and preparations are being made to make Varsity 2011 the biggest, highest profile and most competitive multi-sport event in the country! Over 1,500 competitors are likely to compete with more than 50 fixtures over 25 different sports, and it is expected that the Rugby Union Grand Finale at Headingley Stadium will exceed the 10,000 spectators that arrived to watch last year.



If you want to catch some of the action and cheer on the Leeds Gryphons, tickets for the Rugby Finale are on sale now at www.leedstickets.com/eventinfo/3066/Varsity-2011