



BE A STAR

Winners' stories

Northampton Saints

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





B&I

Cassandra Dos Santos Eurest	Gaynor Goffey Eurest	Jennifer Hitchens Dine
Customer	Customer	Customer
Exceptionally hard-working Cassie is punctual, determined, dedicated and happy. She goes above and beyond to learn new skills, adapts to new ways of working, is an effective problem-solver and still works with a smile. "A shining example of how dedication and hard work can pull a team together, no matter the age or the background".	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. The senior client said: "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".	Jen was nominated for her exceptional commitment to Compass, and for continually going above and beyond at her site - from Jamaican theme days to covering shifts during labour shortages. On top of this, positive feedback from clients is non-stop! "Jen is so deserving of this award, so that we can recognise her consistent passion and performance"
Jennifer Westerby 14Forty	Kirsty Brittain Eurest	Kirsty Murrell 14Forty
Customer	Colleague	Colleague
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. "Her enthusiasm and positivity is not only great to see, but is infectious and appreciated by many".	"Kirsty always acts as though having her role is a real privilege - bringing an energy and positivity to everything that she does". She's always looking for ways to improve, seeking out extra projects to shape her own development. She has a passion and enthusiasm for the role that is infectious and is a great role model for anyone in a similar position.	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.

Leandra Bennett Dine	Mark Percival Eurest
Community	Customer
<p>Leandra ran a raffle throughout December, to raise money for Stanlaw Abbey Development Trust's toy appeal - a local charity that gives Christmas presents to children. She raised £1300, which translated into a huge amount of gifts for underprivileged children. "We are all so proud of Leandra - she is an excellent ambassador for Compass and deserves all the recognition she can get."</p>	<p>It doesn't get much better than a customer nominating for a Be A Star award, but that's exactly what happened when Chef Mark went out of his way to help one of his customers. She writes: <i>'This morning I came into the building via the accessible entrance to find the lift was broken. Mark went out of his way for me, carrying my bag and helping me up the stairs to reception. Without Mark's help and awareness of my limitations, I really don't know what I would have done'</i>.</p>
Roger Mitchell Eurest	Steven Press Dine
Colleague	Customer
<p>Roger has been a consistent support in the Mental Health drive across B&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. "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".</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
Customer	Customer	Customer
Colleague	Colleague	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 transition into the Compass world as seamlessly as possible. Not only did he cover month end activities, he carried them out in his usual unflustered approach with his great personality. "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".</p>	<p>Debbie was nominated for the support she gave to Chartwells 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 & Safety. "Quite often, Support Functions are the unsung heroes and Debbie went the extra mile to ensure our Client has confidence in our operations".</p>
<p>Jonathan Swift Finance</p>	<p>Lloyd Talbott D&T</p>	<p>Ousman Hussain Finance</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. It was a difficult time from a resource and knowledge perspective, but he stayed late of his own initiative to help the team navigate the new processes. "He tackles his day with dedication and good humour, making the team a more fun place to be".</p>	<p>"I am due a new phone and I was dreading the day it would happen. Unfortunately, I lost my husband last year after a long 4-year battle with Leukemia, and during COVID he spent a lot of time in hospital. As you can imagine, I have lots of text messages andWhatsapps which I have not been able to look at, but know one day I will want to. Lloyd was so helpful, compassionate and supportive trying to find a way for me to keep everything. I just want him to know how much I appreciate his support with something I was dreading so much".</p>	<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>



CHARTWELLS

Fiona Purnell	Prabjyoth Kaur Suwali
Customer	Customer
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, showing menus, production and suppliers meet the strict criteria needed. "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 feel we should recognise Fiona's dedication and commitment".	It doesn't get much better than when a client nominates you for a Be A Star award, but that's exactly what happened for Prabjyoth, who was recognised for working tirelessly to ensure the client and students are well catered for. "She has the determination and drive to supply a high standard of service despite difficulties with staffing levels".
Samantha Waitkin Smith	Sophie Ewers
Customer	Colleague
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: "You and your team 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".	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. "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".

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ESS

<p>Matt Moseley DMA</p>	<p>Michael Teasdale DMA</p>
<p>Customer</p>	<p>Colleague</p>
<p>Matt is responsible for the food offer at a new global contract that ESS recently won. 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. "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".</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. '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'.</p>
<p>Timea Balogh DMA</p>	
<p>Colleague</p> <p>Junior Finance Manager Timea has had a huge impact and gained the respect of the region, making a difference to our period-end financials from day one. "She is so conscientious in her work and has a knack of explaining SAP and the mysteries of mess accounts. Her passion for what she does, whilst understanding what we do is inspirational and makes such a difference to us".</p>	



HEALTHCARE & RETAIL

Claire Winterburn Healthcare	Fiona Lapper Retail	Gail Peet Healthcare
Customer	Customer	Customer
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. "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."	Barista Fiona gets to know the staff and parents of children at the children's hospital, memorising their drink of choice so they feel welcomed. She always lends an ear to those who may need it, and when she isn't on shift she will even offer to support parents on the wards so they can take a quick break. This selflessness is clearly appreciated by all the works of art and thank you cards Fiona has received over the years.	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. "Her calm nature and selfless actions undoubtedly helped the mother and father during this time and we think she is a true role model and ambassador for Medirest."
Kate Simcox Retail	Samantha Jeffries Retail	
Customer	Colleague	
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. "We're so impressed with her proactive nature, and her enthusiasm to learn and apply knowledge - she's made a difficult deployment easier for the future".	Manager Samantha's Costa Store is now a nominated training store, thanks to her love and passion for all things Costa and Compass combined. She has trained 6 new Costa Managers into the business, alongside the day job. Her drive and tenacity has meant that she has risen through the ranks and she is a valued member of the team. "Not only has she levelled-up her career within Compass, she really is a joy to work alongside".	



LEVY UK + Ireland

Carly Jordan	Curtis Thornton	Elizabeth Weston
Customer	Customer	Colleague
When the C&E Sales Team of 3 became 1 due to redundancies, Event Planner Carly's sheer hard work and determination meant the workload and events were managed seamlessly - demonstrating her expertise, resilience and utmost professionalism. On a personal note, Carly is kind, caring, positive and always supports others. "A real asset!"	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. "Curtis has pride in what he is doing and it really shows".	With less than 6 months under her belt as Regional People Ops Manager, Liz headed up and guided her team through the Grand National 2023 Event - filling over 4,000 individual shifts across the 3 day event, with over 86% direct staff. Not only that, Liz carried out the first event using the new staffing system, Humanforce. "Her amazing work ethic and natural flair for the job have a massively positive impact in the workplace - her presence in the business is undeniable".
Jack Dennan	Maria Baez	
Community	Customer	
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. "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".	Aston Villa FC stadium is being refurbished, impacting on customer experience and leading events to move rooms, times and even move to alternative dates. Maria has excelled at delivering great client communications, despite the difficult nature of the message - dealing with highly-emotional clients and overcoming obstacles in the most effective way. "It would have been absolutely impossible to work in this situation without Maria's pragmatic support and approach."	



RA GROUP

Chloé Stephen Rapport	Monika Pastorastyle RA Venues
Colleague	Customer
<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. "Her additional efforts made a huge difference to our customers and ultimately our frontline teams who were very grateful- truly well done!"</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>

Thank you for your support!



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