SES

REWARDS & RECOGNITION

April 2023

Winners: Isaac Tagoe

Isaac was nominated by the client for his work at Euston Station on 3rd April 2023 as follows:

"I'd like to thank Isaac for showing calmness whilst dealing with a person who was clearly agitated and throwing their belongings about the concourse. Isaac showed excellent care and attention when dealing with the person. He helped calm the person down, helped them collect their belongings, and saw them off the premises. Just thought I would let you know."

His Manager then reported as follows:

"It shows the little things that matter and make a difference when you clearly show empathy to others. Isaac is a response officer who is capable of dealing with some heavy duties but can show great compassion when it is needed."

Isaac is highly commended for his professionalism and initiative in dealing with this difficult situation.

Nominee: Millicent Idama

Millicent was nominated by a member of the public for her work at Euston Station in April 2023.

The passenger's wife suffered an accident in St Pancras station and wrote to say:

"We were helped by the public and Laila and Millie from the station team. They took us to the first aid room, made us tea, along with getting a cold compress for my wife. Please send our thanks to Laila and Millie for their help. As they really did look after us."

Laila is an employee of the client.

Millicent is commended for her excellent customer service and professionalism in dealing with this difficult situation.