

SES  
**REWARDS & RECOGNITION**

**November 2018**

**Winners: Richard Poole & Darren Brogdan**

Richard & Darren were nominated by a member of the public for their actions at Manchester Piccadilly on the evening of 22 November 2018.

He wrote: *"I wanted to highlight the exceptional service I received from 2 of your employees – Richard Poole and Darren Brogden on 22 November 2018.*

*Late Thursday night, a bus replacement service was running between Manchester Oxford Road and Liverpool Lime Street. Unfortunately, one of the bus drivers provided me with incorrect information resulting in me being stranded at Manchester Piccadilly Station. Both Richard and Darren attempted to resolve the situation by involving the Station Manager and looking for alternative routes without success.*

*Due to this occurring around midnight, there were no alternative services and it looked like I'd be stranded at Manchester Piccadilly and unable to get home to my young family which would have meant my wife would have been unable to attend her work with the NHS.*

*Prior to them both leaving they checked in with me one last time. Unbelievably, as they were about to finish their shift, they offered to drive me home to Liverpool. I assumed that they both lived in Merseyside to be offering this service. However, I soon found out they both lived in Wakefield, which was in the opposite direction and made their gesture even more incredible.*

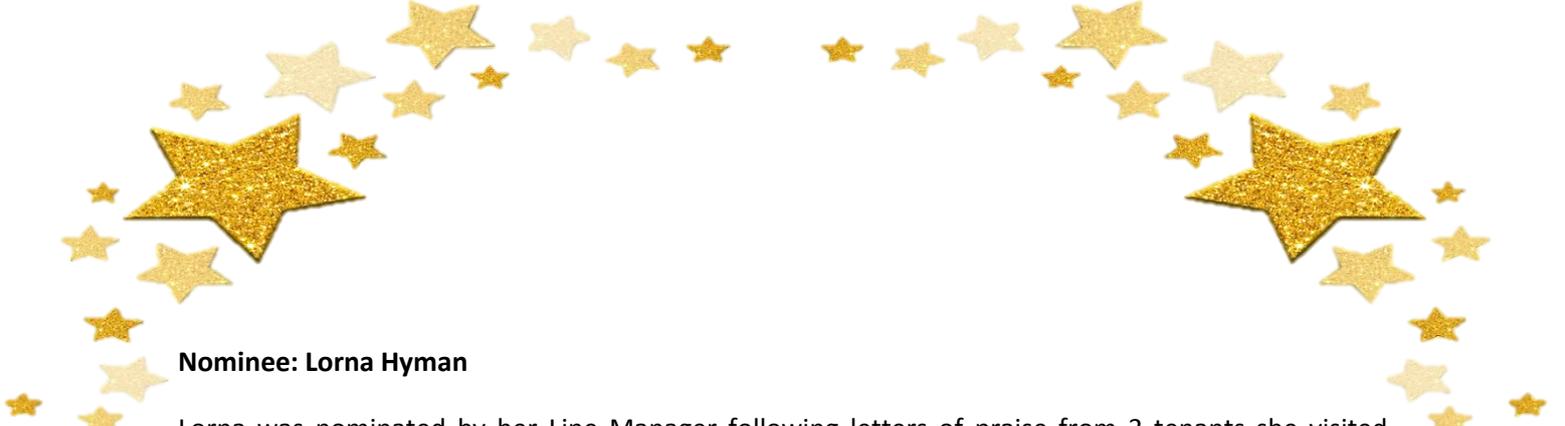
*Both Richard and Darren were an absolute credit to themselves and your Company, truly going above and beyond. Despite me offering, both refused to accept my financial offer to compensate them for their considerable time, effort and fuel costs. Please pass on my sincere thanks once again to both of these good Samaritans. It's incredibly heart-warming to realise there are still good people who are willing to help.*

*Regards,*

*Phillip Johnson"*

**Richard & Darren's professionalism and outstanding customer service are highly commended.**





**Nominee: Lorna Hyman**

Lorna was nominated by her Line Manager following letters of praise from 3 tenants she visited during her work as part of the Property Inspection Team.

Amongst the comments received are as following;

*"I just wanted to drop you an email to let you know how impressed I was with Lorna during her visits over the last few weeks.*

*She conducted herself with the upmost professionalism whilst on site and it was actually a pleasure to have her here. Lorna was very helpful whilst carrying out her task, if there was certain paperwork that she needed she was very patient whilst we sourced the relevant paperwork.*

*Lorna was always happy which was nice to see and she was a good laugh when she was around which again was very refreshing to see someone enjoying their work.*

*On the whole, I was very impressed with Lorna and if she is available when our next survey is due it would be great if she would be able to come and do it then.*

*Please pass on my appreciation to Lorna for her sterling work."*

**And**

*"Kind Regards from Arch 143, Eagles Business Arcade, I have just finished having a compliance visit from a Mrs Lorna Hyman and felt compelled to ask from an email address to give my feedback.*

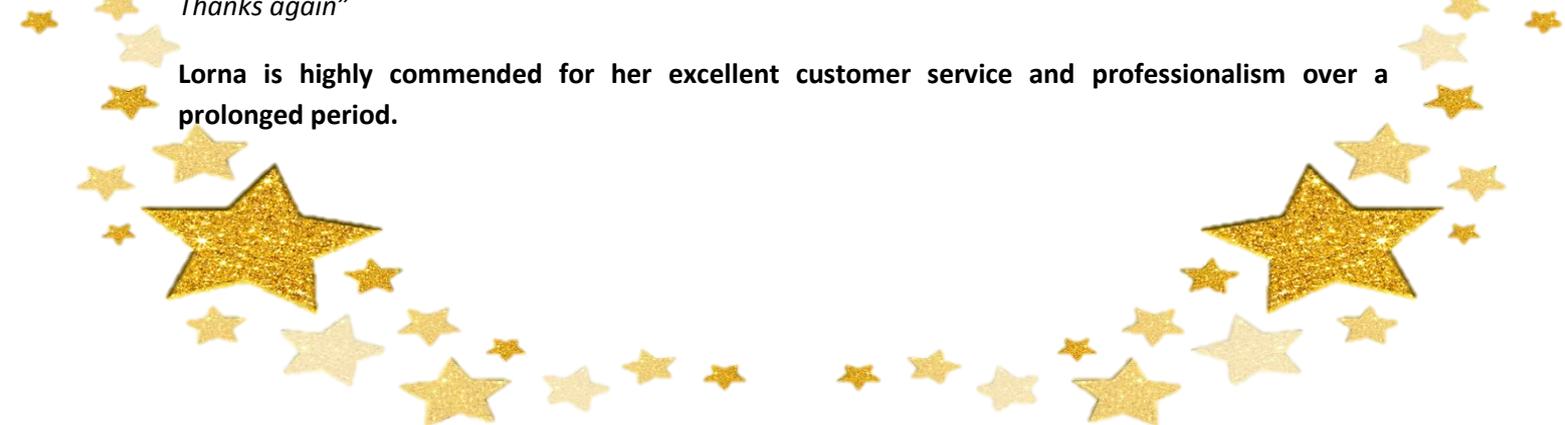
*We have received visits to this Arch before but never have we felt so well treated, we have not passed our compliance due to issues we were not aware of, but Mrs Hyman was understanding and helpful in these matters. I would strongly recommend that other compliance officers take a leaf out of her book"*

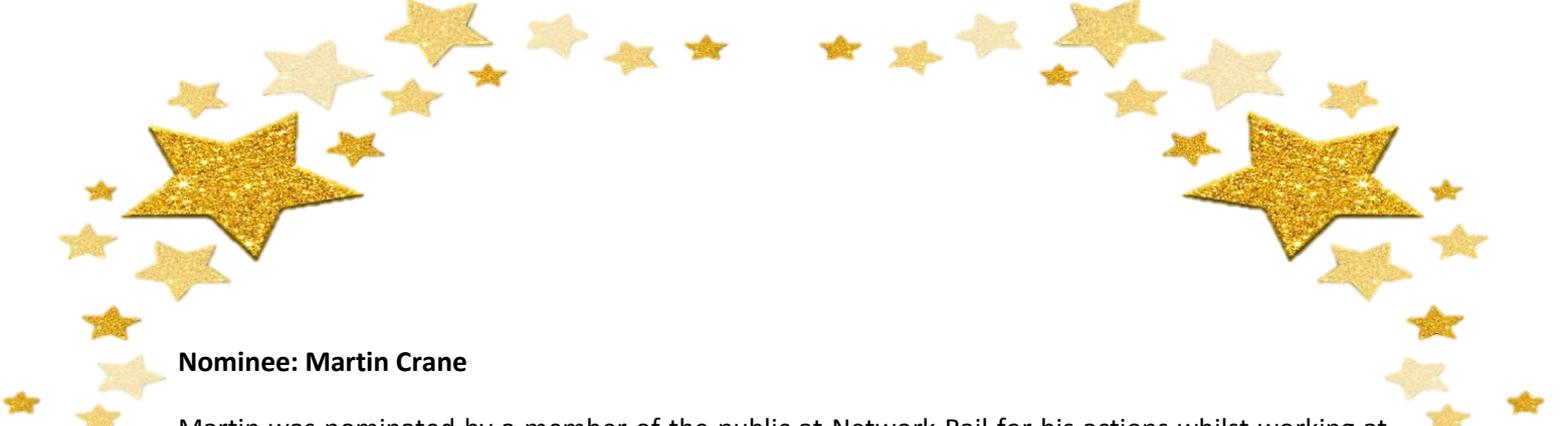
**And**

*"I just wanted to say we had a lady called Lorna come today to check all of our records. Not very often do we get an official person visit us that is so helpful, friendly, as well as being professional. This is the second time in a row we have met her and she left us all smiling both times and feeling confident about being compliant.*

*Thanks again"*

**Lorna is highly commended for her excellent customer service and professionalism over a prolonged period.**





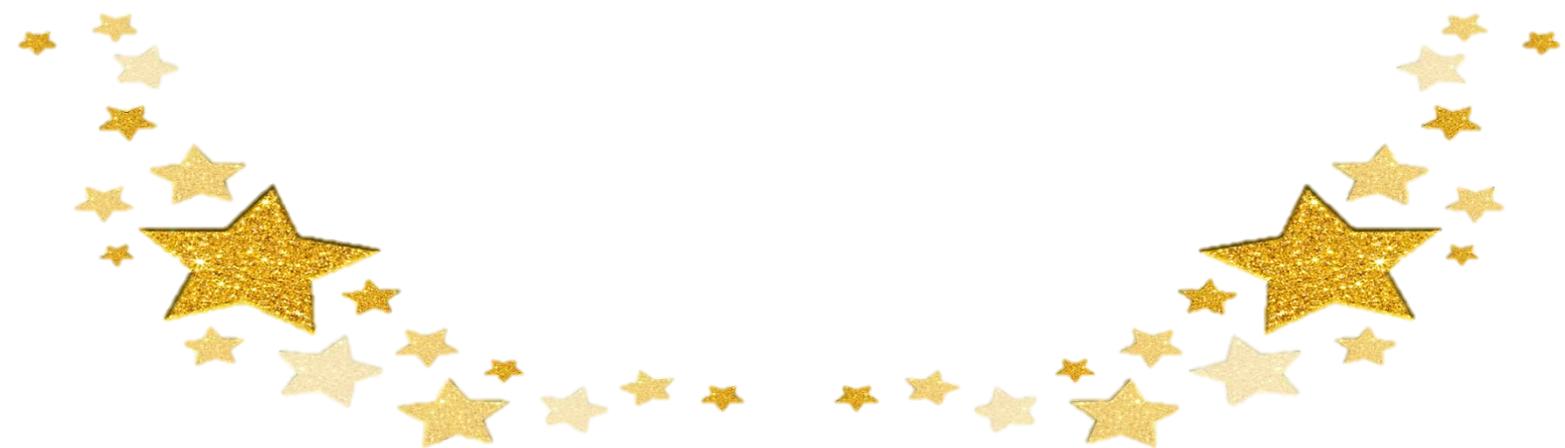
**Nominee: Martin Crane**

Martin was nominated by a member of the public at Network Rail for his actions whilst working at Manchester Piccadilly Railway Station on 12 November 2018.

They contacted the Network Rail Helpline and informed the following;

*"I just wanted to pass on a compliment for a member of staff at Manchester Piccadilly. Martin Crane (currently Platform 14) is a star. Cheery, friendly and helpful."*

**Martin is commended for his professionalism and customer service.**



**Nominee: Tony Williams**

Tony was nominated by a member of staff for his actions on 27 October when 2 members of staff became stranded at Coventry Railway Station.

The staff members had been assaulted on a train and were required to wait at Coventry to provide statements to the Police. This resulted in them missing the last train home. They phoned Tony and explained the situation, and this resulted in him driving to Coventry to pick them up and take them home. This was after he had previously worked all day in Worcester.

The employee wrote; *"Tony really does deserve an award and recognition as he holds together the Birmingham Office and it is not just myself Tony has bent over backwards for. There are plenty of employees who he has helped throughout the year, so I would like to nominate him as I feel, as many more feel, that he is a top bloke."*

**Tony is highly commended for his Management and Leadership**