

Winner: Lina Stepanovaite

Lina was nominated by a member of Network Rail Management for her work at Waterloo Station on the 8th July 2023.

"DSM-Stuart and BTP have praised Lina for her useful assistance on Saturday 8th July 2023. Lina played a crucial role in helping a 13-year old child from Ukraine who had gone missing. The child was found crying and unable to communicate in English. Despite the language barrier, Lina acted promptly to comfort the child and used her Russian language skills to communicate with him. She also took the initiative to contact the child's mother and arranged for her to pick him up at Waterloo. Lina's response and caring support were highly appreciated by DSM-Stuart and BTP.

The Network Rail Station Manager for Waterloo then added:

"As you know I have thanked Lina personally, just to reiterate that Lina displayed all the best qualities of the 175 years of great customer service at Waterloo. The look of pure joy and relief on that young mans face when he heard a recognisable dialogue was a sight to behold."

Lina is highly commended for her initiative, professionalism and excellent customer service.

Nominee: Kevin Welby

Kevin was nominated by a member of the public for his work at the o2 arena on 30th June.

"I have dropped my daughter off at the artists entrance over the weekend. I have had to wait around all day to then pick her up late. I just want to compliment Kevin and the other staff for treating me so kindly and being so helpful. It is so refreshing to see; they are fantastic and a credit to your company"

Kevin is nominated for his excellent customer service.



Nominees: Natalie Hayden & Joanne Cross

Natalie and Joanne were nominated by a member of staff as follows:

"I would like to nominate Natalie because of her overall contribution to the team with a manner of queries, she is extremely helpful, which includes dealing with several members of the public who at times can be angry and difficult. Natalie has handled them professionally taking in all the details and letting me know the situation. She is warm and approachable and a great, overall asset to SES Group.

Their Manager then reported as follows:

"Firstly, whilst Natalie has dealt with a large portion of the calls outlined by Kellyjo, Joanne Cross has also dealt with some and therefore would jointly nominate as they work as an effective team with these issues. Alongside this they are professional and provide first class customer service, to both external and internal individuals and agencies. I have heard first hand from numerous members of staff making positive comments in passing about their interactions with the Academy / Reception.

They have also had to deal with a phone system which malfunctions from time to time and is hopefully going to be replaced at some point in the near future, which in the meantime adds to their challenging issues. As with any request or problem they face they always do their utmost to deal with it efficiently and effectively. They are more than capable of working with minimum supervision and operate on their own initiative if required. At the same time should they need guidance or authorisation for an issue they will seek it out promptly so that they can resolve the issue as swiftly as possible.

The Academy has been ticking over with minimum management input for a considerable time. The Academy is now in a period of review and development and in these early days both Joanne and Natalie have had to be very flexible in ensuring things get done efficiently whilst all aspects of the departments business and process are being reviewed and updated. They have both contributed ideas and views on how things could improve, provided feedback on proposed / implemented changes and have shown willing to be adaptable through a period of change.

Joanne and Natalie are without question an asset to the company and their professionalism and input is something that, as in most companies, can be overlooked and underappreciated. Therefore, I support Kellyjo in her nomination and add my own personal nomination alongside".

Both Natalie and Joanne are highly commended for their professionalism and excellent customer service.

