

Winners' stories

Hampton Court Palace

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

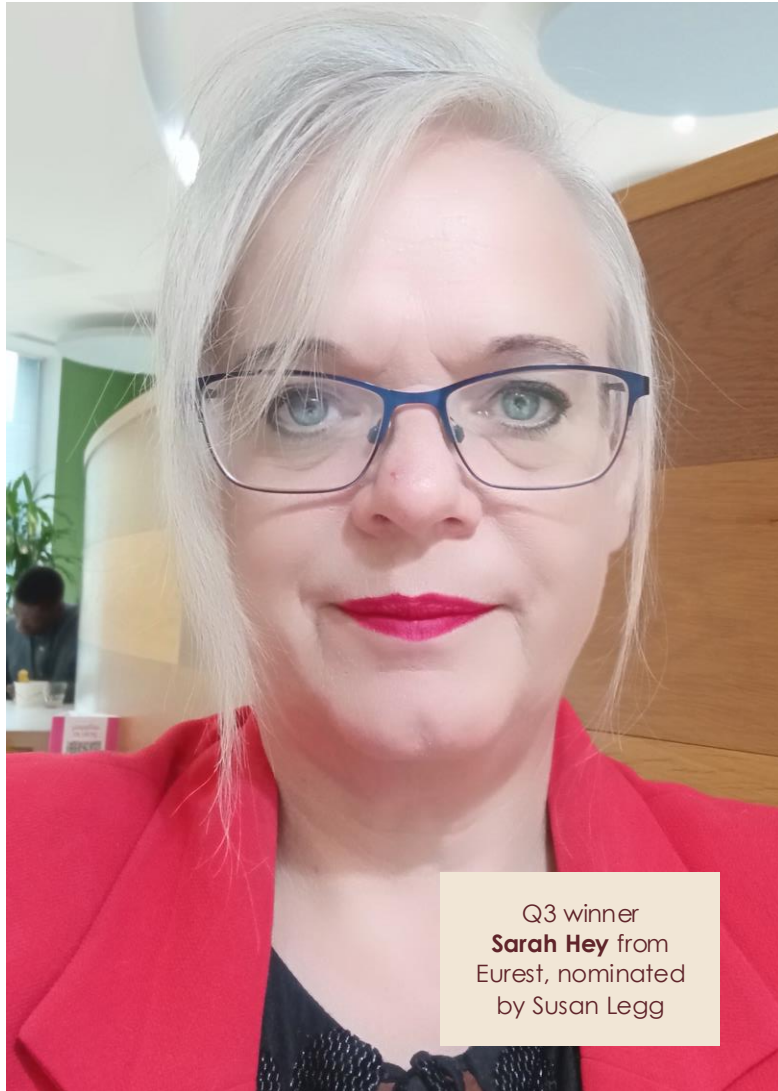
Be A Star helps you to recognise and thank your colleagues for all their great work and contribution to Compass UK & Ireland.

Over the following pages you can now read all our winners' stories – celebrating and shining a light on our extraordinary people!

Recognising the remarkable

B&I





Kenneth Grant Dine

Ken dramatically improved food quality, service and client satisfaction at his site. Under his calm and passionate leadership, sales rose by 19%, profit margins improved and the site's EHO rating jumped from 2 to 5 stars, earning widespread praise from clients and colleagues alike.

“Ken is a breath of fresh air, so calm and helpful. He is a real asset to the team and to Dine.” – Nominator Linda McAra

Neil Goff Eurest

Neil has been the steady hand guiding his kitchen through a sudden transition. He seamlessly took on extra responsibilities when the kitchen manager left - keeping operations smooth, supporting the team and ensuring food standards never faltered.

“Calm under pressure and leading by example, Neil's dedication truly make him a star.” – Nominator Chloe Shevills

Sarah Hey Eurest

Sarah is an exceptional manager who combines effective leadership with genuine care. From easing nerves at interviews to creating tailored training plans, she ensures her people feel prepared and valued; always present, encouraging and positive.

“Sarah leads with care and passion, making others love their roles as much as she loves hers.” – Nominator Susan Legg

Central Functions



Jessica West Healthcare

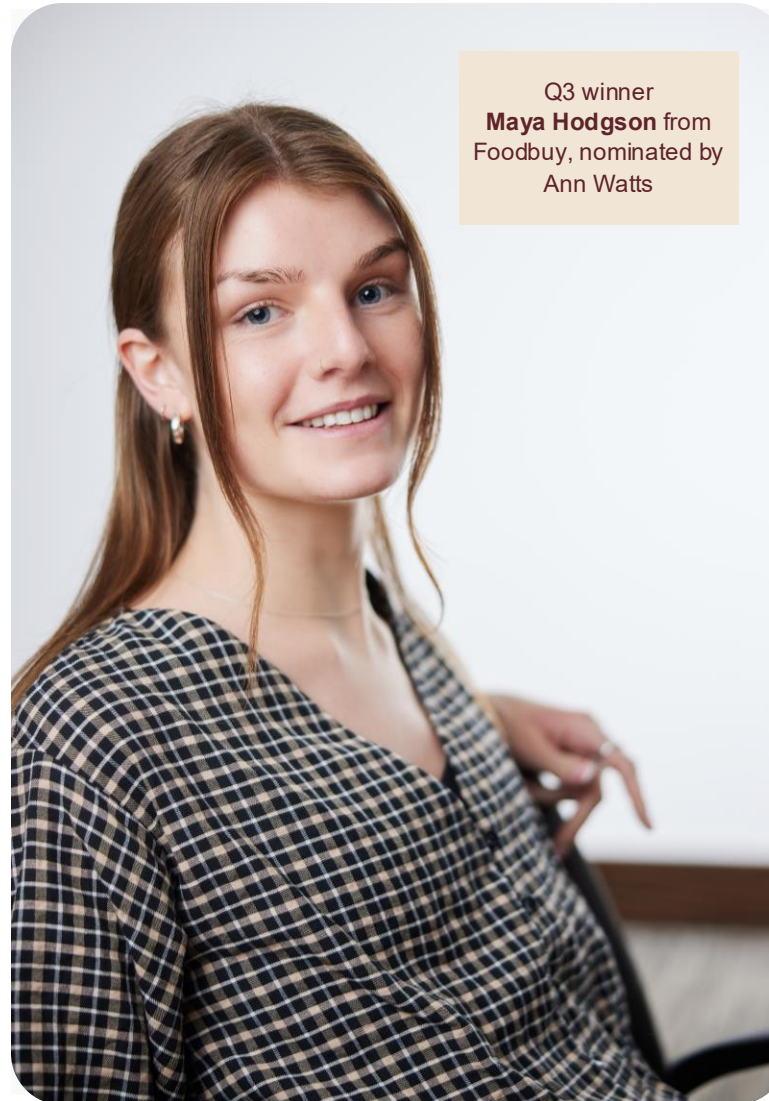
Jessica provided exceptional support following a tragic event. She immediately went to site - bringing reassurance, empathy and support to affected staff. During a time of deep distress she embodied an outstanding commitment to wellbeing and care.

“ Jessica’s presence on site was nothing short of incredible.” –
Nominator Mark Davies

Maya Hodgson Foodbuy Group

Maya is the driving force behind the seamless comms in Foodbuy - producing polished content under pressure, including monthly Townhall presentations and key comms across multiple audiences. Known for her calm efficiency and supportive nature, she enhances team productivity with smart tools and unwavering professionalism.

“ She never complains, is always supportive... and is an absolute pleasure to work with.” –
Nominator Ann Watts



Julia Bloxham Healthcare

Julia responded with outstanding compassion following a tragic incident - offering immediate on-site support alongside her colleague. She provided one-to-one guidance, emotional reassurance and practical resources, staying the entire day to support every team member.

“ Her calm, empathetic presence brought genuine comfort in a moment of crisis.” –
Nominator Mark Davies

Chartwells



David Price Universities & Colleges

David progressed from Kitchen Porter to Barista in six months, leading sales initiatives and training new staff. He then supported the kitchen team during staff absences – ensuring operations ran smoothly and earning him outstanding client feedback.

“David is a true role model and asset to the company.” – Nominator Scott Duburguet

Louise Esterhuyzen State Schools

Louise's engaging cookery workshops teach children in deprived areas to prepare healthy, budget-friendly meals. Praised by schools for inspiring healthier eating habits, her passion creates lasting positive impact across multiple contracts, making her an invaluable role model.

“Louise's continuous dedication and hard work make her the perfect role model and a truly deserving winner.” – Nominator Mandy Cox



Holly Postma Independents

Holly quickly identified stroke symptoms in a colleague and prevented him from driving home - ensuring urgent hospital care. Her calm, decisive actions likely averted serious harm and provided reassurance to the team during a distressing situation.

“Holly's compassion and presence of mind embody our company's values.” – Nominator Tom Wortley

Richard Allison Independents

Richard has dedicated 20 years to his school, becoming a vital part of the community and a true champion for the students. Multiple senior leaders have shared inspiring stories about his impact, confirming he's not just a star, but a legend.

“His commitment and influence make him highly deserving of this award.” – Nominator Sarah Harvey



Sidney Poole **PPP-IML**

Sidney consistently delivers exceptional service, no matter the task. He strengthens client relationships by maintaining constant communication and updates. His dedication has made a significant difference at the school and greatly supports the team.



**My role would be so much harder without Sid's commitment; he's so deserving of this award." –
Nominator Demi-Louise King**

Vanessa Livermore **State Schools**

Vanessa consistently goes the extra mile to ensure staff and clients feel happy and valued. She tackles challenges head-on, never giving up until tasks are completed to a high standard. Her dedication to both work and staff wellbeing creates a positive, friendly workplace environment.



**She is incredibly inspiring in the amount of dedication she shows." –
Nominator Claire Voke**

ESS





Q3 winner **Sophia Dabev**
nominated by Hollie Bridger

Sophia Dabev

EGI

Newly-appointed Restaurant Supervisor Sophia has already proven her leadership in critical moments. On two occasions she reacted swiftly when agency staff suffered sudden injuries, ensuring first aid was delivered within minutes - a response praised by both ESS and our client.

“Her care, composure and dedication make her a shining example of putting people first.” – Nominator
Hollie Bridger

Healthcare & Retail



Frazer Fernandes Medirest

Security Officer Frazer faced a harrowing crisis head-on when a patient tragically jumped from the ninth floor of the hospital. He secured the scene, coordinated emergency responders and supported the investigation - all while remaining calm, compassionate and focused.



His leadership and professionalism under extreme pressure were truly extraordinary.” – Nominator Mark Davies

Laxman Gurung Healthcare Retail

Security Officer Laxman faced a harrowing crisis head-on when a patient tragically jumped from the ninth floor of the hospital. He secured the scene, coordinated emergency responders and supported the investigation - all while remaining calm, compassionate and focused.



His attention to detail, calmness under pressure and unwavering professionalism were exemplary.” – Nominator Mark Davies

Luke Redhead Medirest

Luke demonstrated exceptional leadership and compassion when a patient tragically jumped from the ninth floor of the hospital. Recognizing the emotional toll on his team, he attended the site late at night to provide guidance, reassurance and hands-on assistance



Luke’s compassion and ability to provide steadfast support in the face of tragedy make him truly deserving of recognition.” - Nominator Mark Davies

Misgina Michael Medirest

Security Officer Misgina responded with exceptional professionalism and leadership during a traumatic incident on a ward. He secured the scene, coordinated emergency response efforts and supported investigations while maintaining composure and compassion throughout.



His calm diligent response ensured effective management during a highly distressing situation.” – Nominator Mark Davies

Toby Luebcke Healthcare Retail

Toby showed exceptional empathy and customer care by quickly recognizing a stressed customer in a rush due to her son's chemotherapy needs. During a busy time, he put her to the front of the queue and prioritized her order calmly and kindly - making a big difference in a difficult moment.



It was a genuinely kind moment and his empathy was hugely appreciated.” – Nominator Ben Ford

Levy





Q4 winner
Dawid Martinkovic,
nominated by
Ben Burton

Emily Richards
Midlands, North & Wales

Emily showed exceptional dedication in coordinating a VIP box experience for children with complex medical needs at the Army vs Navy match. Her compassion and attention to detail created a memorable, safe and joyful day for families, making a real, positive impact.

“She deserves recognition for her exceptional service and the joy she helped bring to these families.”
- Nominator Jovin Gonsalves

Dawid Martinkovic
Confex & Arenas

Dawid started out as a café supervisor but has risen through the ranks by sheer passion and hard work - overseeing hospitality, retail, and events and leading the Wimbledon Qualifiers to success. His dedication, adaptability and focus on delivery have earned him much praise.

“I could not be more proud of Dawid’s achievements and I’m certain he will go very far within Compass.” –
Nominator Ben Burton

RA Group



Alex Bannerman Restaurant Associates

Alex consistently demonstrates a positive, can-do attitude while delivering outstanding customer service and supporting his team. From covering shifts to resolving client issues promptly, his dedication and teamwork help create a collaborative, customer-first environment.



Alex lives and breathes our Compass values, always putting the business and people first.” – Dominic Smith

Andrew Kaittani Rapport

Andrew has been a vital team player at Rapport since 2023, supporting multiple floors and locations with enthusiasm and reliability. His positive energy, commitment to exceptional service and active community involvement inspire both colleagues and clients.



Andrew’s infectious enthusiasm elevates the entire team.” – Nominator Conor Bartley

Audrius Gecevicius Restaurant Associates

Audrius stepped up during extended absences of the Head Chef, even postponing his own holiday to ensure smooth kitchen operations. He consistently demonstrates resilience - managing the team, maintaining high standards and proving himself an invaluable asset to the team.



His leadership and unwavering dedication have made him a trusted figure and invaluable asset.” – Giovanni Mazzaglia

Carlito Monteiro Restaurant Associates

Carlito exemplifies quiet determination and professionalism, consistently delivering exceptional service despite living with Parkinson’s. Beyond work, he actively advocates for Parkinson’s UK, demonstrating true courage and compassion – a true inspiration to us all.



His resilience, positivity and pride in his work inspire colleagues and impress clients alike.” – Nominator William Cowper

David Quaresma Osvaldo Restaurant Associates

David consistently delivers exceptional service supporting food and beverage transport across multiple sites. Always going the extra mile with a positive attitude, he builds strong relationships and ensures smooth operations. His dedication is valued by colleagues, clients and managers alike.



David is the unsung hero - delivering with a smile and never saying no.” – Nominator Claudia Maia

Janet Hynson RA Venues

Janet’s selflessness, warmth and professionalism ensure the smooth running of events, with customers consistently praising her exceptional service. Despite personal challenges, Janet remains unwavering, making a significant impact on both her colleagues and the community.



Janet goes above and beyond to ensure every guest feels valued and cared for.” – Nominator Evie Robinson

John Wilcott Rapport

John's 28 years of expertise and unwavering dedication shone during a critical CEO event when he swiftly provided essential AV equipment and stayed three hours to ensure perfection. His commitment went far beyond the call of duty, making a lasting impact on the event's success.

 **John is not just a technician... he is a hero behind the scenes."** –
Nominator Nikolaos Galanis

Kelly Ballard RA Venues

When a major corporate event risked cancellation, Kelly swiftly reworked the proposal within 24 hours, liaised with estate staff and delivered an enhanced experience that preserved valuable client relationships. Her calm leadership strengthened client trust and inspired colleagues.

 **She is a calm anchor and an incredible mentor, with a rare combination of kindness and efficiency."** – Nominator Donovan Vickery

Merlin Shane Pyall RA Group

Merlin played a vital role in planning and delivering a series of high-profile board meetings for a major financial client. His seamless execution, attentive service and positive presence earned glowing feedback from the client and showcased exceptional commitment to excellence.

 **The events not only met but exceeded expectations, leaving a lasting positive impression from Merlin's efforts."** -
Nominator Jack O'Keefe

Monika Skrzynska Rapport

Monika showed remarkable leadership and courage during a bomb threat, prioritizing team safety and staying calm in a tense situation. She entered a potentially dangerous area to safeguard her team, provided reassurance and even bought lunch for displaced staff.

 **Monika's courage and kindness turned a crisis into a moment of solidarity and support, leaving a lasting impact."** –
Nominator Judita Poceviciute

Roksana Weclawska Rapport

Roksana has shown outstanding dedication in driving charity initiatives - uniting the team and engaging clients. Supporting and fundraising for charities, her passion and hands-on approach have inspired many and made a meaningful difference in the community.

 **Roksana leads by example; inspiring and uniting us to make a real difference."** -
Nominator Ana Maria Pirvu

Got any questions?

Check out:

compassbeastar.com

or drop us an email, we'd love to hear from you:

sarah.scott@compass-group.co.uk

A massive
**thank
you**