

Winners' stories

Twycross Zoo

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 the winners' stories from Twycross Zoo – celebrating and shining a light on our extraordinary people!

**Recognising
the remarkable**

Central Functions



Andrew Bayliss

D&T

During a team outing, Andrew swiftly stepped in to help an unconscious woman who had fallen - using his first-aid skills and calm authority to ensure her safety until emergency services arrived. His actions reflect a natural commitment to doing the right thing, without hesitation.

“He moves through the world with an instinctive sense of integrity and what's right.” – Nominator Naomi Farrell

Howard James

Legal

Howard has played a pivotal role in securing transformative, high-value agreements - using his legal expertise, resilience and sharp humour to guide complex negotiations with confidence and calm. His ability to support every stakeholder has directly shaped the team's exceptional growth.

“Howard is an indispensable force behind the team's success.” – Nominator Olly Young

Lee Watkins

D&T

Lee led a complex upgrade of over 650 critical data integrations, keeping essential systems flowing across the business. He worked tirelessly to deliver and support the rollout – turning a behind-the-scenes challenge into a huge success.

“He must have been keeping his eyes open with matchsticks for months to deliver this. D&T may be dull to many - but we breed stars like Lee!” - Nominator Lorraine Arscott

Susan Field

Finance

Sue is the go-to when things get tricky - whether it's supplier onboarding challenges or system questions, she either has the answer or knows exactly who will. Always approachable and willing to help she makes a real difference.

“With her extensive experience, unwavering positivity and natural leadership, Sue is without question a huge asset to the organisation.” – Nominator Louise Jones

Wendy Morton

Sales

Wendy brings ideas to life - like the wellbeing boxes for prospective clients - and plays a key role in driving sales activity from the very first interaction. She shares knowledge, supports new initiatives and keeps standards high, all while helping others succeed.

“Her energy, influence and ability to connect people make a real impact every day.” – Nominator Abby Devaney

CH&CO





Estelle Cox Gather & Gather

Julie and Estelle bring community spirit to life, organising fundraising events like an Easter raffle and taking part in activities like a charity dragon boat race. They build great connections, create a real buzz on site and constantly find creative ways to give back and make a difference.

“ Their dedication and creativity shine even brighter when they work together, making them a truly inspiring team.” – Nominator Jess Thompson

Kub Duzova Gather & Gather

Kub has turned things around, rebuilding customer confidence through consistent service and strong relationships with key stakeholders. She's driven improved feedback, repeat bookings and growing sales, all while stepping into a new area of the business.

“ Her energy, focus and personal approach have made a clear and lasting impact.” – Nominator Sarah Bedwell

Julie Salmon Gather & Gather

Estelle and Julie bring community spirit to life, organising fundraising events like an Easter raffle and taking part in activities like a charity dragon boat race. They build great connections, create a real buzz on site and constantly find creative ways to give back and make a difference.

“ Their compassion and creativity shine even brighter when they work together, making them a truly inspiring team.” – Nominator Jess Thompson

Education





Q2 winner **Majun Menan**
from PPP-IML,
nominated by
Mariann Meszaros

Chloe Mullan

Universities & Colleges

Chloe has stepped up to supervisor through sheer hard work and commitment, holding the team together through long hours and busy periods. She supports new starters and builds confidence in others - creating a close-knit team where people stay, grow and genuinely enjoy coming to work.

“Chloe doesn’t just do her job, she transforms the people and environment around her. She leads with heart.” – Nominator Ella Baker

Majun Menan

PPP-IML

Majun leads by example, delivering high standards and stepping in when it matters most. From giving up weekends to working through Christmas to keep key projects on track, he shows real ownership and pride in his work. His drive to support the team makes a lasting impact.

“He doesn’t simply meet expectations, he actively looks for ways to improve himself.” – Nominator Mariann Meszaros

ESS



Callum Eddington-Jones

DMA

Callum has made a brilliant impact in his first role, quickly mastering the till and building great rapport with customers. When faced with a difficult situation, he showed real courage - speaking up about misconduct early on and helping resolve it quickly.



A fantastic example of integrity, maturity and doing the right thing.” – Nominator Chris Coombes

Jackaline Holliday

DMA

Jacky helped tailor cleaning schedules to specific medical departments, raising standards across the centre and contributing to a client recognition award for exceptional cleanliness. Her positive approach has improved the environment for both staff and patients.



Jacky’s work is a shining example of the difference one person can make and I am truly grateful to have her.” – Nominator Emma Boon

Jessica York

DMA

Jess created a brilliant experience for students on placement, supporting them with patience and encouragement every day. On their final day, she baked cakes to thank them for their effort - a thoughtful touch that made them feel truly valued and included.



Jess is a lovely example of what going above and beyond looks like.” – Nominator Maria Kenward

Malcolm Forrest

DMA

Malcolm showed incredible courage when he came across a serious road accident, stepping in immediately to support those involved. Hearing a baby trapped in a smoking vehicle, he didn't hesitate - going back to rescue them and bring them to safety.



His calm, brave actions made all the difference in a critical moment.” – Nominator Christopher Dobson

Paul Dixon

DMA

Paul has stepped up during a tough period, working split shifts and adapting his hours to keep the Mess running smoothly when staffing has been stretched. Alongside this, he's fully embraced his development, actively building skills through the Career Pathways programme.



Paul showed real commitment to both the team and his own growth.” – Nominator Ben Hegarty

Eurest, Dine and 14forty



Chloe Mann Eurest

Chloe has transformed sustainability and nutrition through innovation and leadership. From launching the first Impact Report to driving plant-forward initiatives and upcycling campaigns, she delivers measurable improvements, inspires teams and strengthens client partnerships.

“She’s making people care about change - and that is truly something special.” – Nominator Jessica Cleaver

Lee Anderson Eurest

Lee answered an unexpected call from a colleague he didn't know - and within an hour had an executive buffet ready for a key client meeting. No hesitation, just action. His quick response turned a last-minute panic into a win, securing client confidence and keeping things on track.

“We have a happy client and this is partly down to Lee’s can-do attitude.” – Nominator Phillip Williams



John Kulas Eurest

John acted fast when a member of the public collapsed, stepping in to perform CPR. He kept control of the situation until emergency services arrived, helping stabilise the patient. A decisive moment where his training and calm approach made a life-saving difference.

“He chose to act and not walk by – his quick thinking literally helped to save a life.” – Nominator Jo Daniels

Peter Farley Eurest

Pete has rapidly become an outstanding leader, stepping into management with exceptional drive and immediately delivering on major promises while elevating service. His eagerness to learn and ability to inspire others have transformed his site and strengthened regional operations.

“Pete proves natural leadership can shine long before experience catches up.” – Nominator Bethan Lloyd

Healthcare & Retail



Alberta Doe Medirest

Alberta noticed a customer struggling to pay for food and immediately paid for his meal herself, turning a difficult moment into joy and gratitude. She also offered comfort to another regular during a personal loss, showing compassion that deeply touched customers.

“These are just two examples of the many acts of kindness Alberta shows every day. She brings joy and warmth to all.” – Samantha Walker

Angie Fish Medirest

Angie makes a real difference on the children's ward, earning fantastic feedback. She goes the extra mile - like finding the right food for a child with diabetes - and takes time to reassure parents. Her care, empathy and attention have a genuine impact on both recovery and experience.

“She is a shining example and is so worthy of recognition.” – Nominator Beverley Smith

Elena Bergantino Cuisine Centre

Elena stepped up to lead the technical function through the busiest, most challenging month of the year, quickly taking control and keeping everything on track. She managed deadlines, supported the team and stayed calm, all while building strong relationships that made collaboration smoother.

“Her attitude, commitment and teamwork really make her shine.” – Nominator Bartłomiej Sobanski

Martin Wright Central

Martin played a key role in mobilising 13 sites in just four weeks, keeping everything on track during a fast-paced and demanding period. He helped bring the team together, ensuring a smooth launch and strong standards from day one.

“His hard work led to great resident feedback and even opened the door for further growth.” – Nominator Laura Tighe

Mary Jackson Medirest

Mary made a real difference to a patient's stay, personally supporting them trying to eat at mealtimes. She took time to find meals they could tolerate due a difficult condition. When some options didn't work, she personally brought alternatives to make sure they could eat.

“Mary is really is making a difference already - with positive feedback like this she is a credit to the department.” – Nominator Dorothy Antcliff

Theresa Jones Healthcare Retail

Theresa brings kindness and care to every shift, always showing up with a smile and supporting those around her. She's helped collect donations for people affected by a hurricane and regularly supports the hospital charity stall.

“A true team anchor, she looks out for everyone and leads with compassion every day.” – Nominator Mitchel Brindley

Levy





Jenner Carter Levy - Central Overheads

Jenner creates a team environment where people feel trusted, supported and able to grow. She checks in on workloads, steps in when needed and ensures everyone feels understood - including making meaningful adjustments that build confidence.

“Her calm, people-first approach has created a positive space where the team can thrive and do their best work.”
- Nominator Paige Gilbert

Maxmillion Undy Constellation

Max showed incredible calm and leadership during a medical emergency, stepping in to support a collapsed contractor and helping get them into recovery position while calling for urgent help. He reassured colleagues, kept control of the situation and helped the event continue.

“His quick thinking and composure made all the difference.” –
Nominator Matthew Kellett

Keiki Tranter Jockey Club Catering

Keiki stepped up to deliver a Christmas celebration for 60 community members - organising meals, gifts and supplies when a partner couldn't. She didn't stop there, travelling between sites to give teams hands-on support, from setting up tills to solving issues.

“Her energy, reliability and care make a real difference wherever she goes.” –
Nominator Mollie Jamieson

Maz Habibi Venue Collection

Maz consistently delivers great service, using his wide range of skills to make sure customers feel truly looked after. Always friendly and approachable, he goes out of his way to help and has earned fantastic feedback from clients. His positive attitude and drive to improve make him a real asset.

“I am proud to work alongside Maz as he always puts his best foot forward.” –
Nominator Scott Leatherland

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