

Winners' stories

Quarter Four, 2024

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 Q4 winners' stories – celebrating and shining a light on our extraordinary people!


**Recognising
the remarkable**

B&I




Andreea Istoc 14forty

Andreea stayed calm and took control of the situation when one of the customers at the deli bar suddenly collapsed. Her proactive nature kicked in; calling 999, informing security, locking the restaurant down and asking reception to help direct the ambulance when it arrived.

 **Andreea remained composed and grabbed the situation with both hands. I am so proud of her!** – Nominator Mark Sykes

Chantel Thompson Dine

Baking wasn't always something Chantel enjoyed or even wanted to do. Yet, through determination and perseverance, she spent weeks perfecting her sweet treats, all which now fly out the door! She also steps up to cover during staff holidays whenever needed.

 **Without her acting as my second, the place would be a lot harder to run as she always takes up the slack when I'm busy.** – Nominator Stuart Pitcher


Giuseppe Nania Eurest

Giuseppe worked tirelessly to create a hospitality service that has far exceeded our clients' high expectations. Giuseppe collaborated with them to design a bespoke offer including arranging tasting sessions in order to gain feedback - highlighting his flexibility and commitment.

 **The client stopped me to say what a fabulous job Giuseppe was doing and how he always provided an excellent service.** – Nominator Emma Best


Jordan Bell Eurest

Jordan demonstrated exceptional quick thinking, remaining calm under pressure when an electrical fire broke out. He raised the alarm, swiftly alerting the engineering team to extinguish the fire and ensuring colleagues were safely evacuated.

 **It makes me feel proud that we have colleagues like Jordan out there, who prioritise our colleagues' and clients' safety.** – Nominator Rob Clapham


Moustapha Ndiaye 14forty

During a busy test match and international fixtures season, Moustapha worked tirelessly to ensure outstanding service for the client, while supporting his team. His commitment, even in the face of personal adversity at home, inspired us all.

 **Moustapha is at the centre of what we do, delivering consistently and exceeding expectations.** – Nominator James Horton

Natasha Southall 14forty

Usually to be found in the post room, Natasha is always willing to help wherever needed. Recently she stepped in to cover cleaning tasks, supported staff training, and assisted the catering team during staff shortages, all with passion and positivity.

 **Natasha's dedication ensures we deliver excellent service, and she's a credit to both the company and her colleagues.** – Nominator Nigel Mullins

Oksana Shyiata Eurest

Despite staffing challenges, Oksana has been exceptional since joining us in March, consistently delivering excellent customer service and support to all. Praised by our client as "the glue that keeps this place together," which just highlights her work ethic and positive impact.

“Oksana is very passionate in her role and has just signed up to a career pathway.”
– Nominator Hannah Johnson

Sharna Gray Dine

Sharna managed two Environmental Health visits in one day and volunteered to host an additional visit at another site when a manager was unwell. Her proactive approach ensured all sites kept their 5-Star rating, showcasing her value to the team.

“Thank you for always putting food safety and customer safety first!”
– Nominator Jayson Bent



Peter Smith B&I

Peter and his team were tasked with delivering food for the Le Manoir staff party, catering to a group of Michelin-starred chefs. Despite the immense pressure, they worked tirelessly with passion and professionalism, providing fantastic food.

“This is just one example of their outstanding contribution, which is in addition to their daily roles” – Nominator Jason Trotman

Shaun Russell Eurest

As described by his client: “Shaun is the heart of our restaurant and a beloved figure among staff. Down-to-earth and approachable, Shaun makes everyone feel welcome. No task is too small or too challenging, and always tackled with a smile - he consistently exceeds our expectations.”

“Shaun stands out for his enormously high standards - only the best will do.”
– Nominator Sarah Hey

Central Functions



2024 Be A Star Legend
Tiffany Underwood,
Customer Services Assistant
from ESS with her colleagues
Sheralyn Bullen-Cutting and
Caroline Thursfield



Chris Dartnall Cuisine Centre

Chris, Sarah and Justyna all stepped in to help a colleague in a time of need, carrying out lifesaving first aid to a team member until the emergency services arrived. They all stayed calm in a very emotional and serious medical emergency.

“It was real team effort – they all pulled together in a really stressful time.” – Nominator Karl Mansoor

Glenneth Johns Foodbuy

Glenneth transformed cash management in Foodbuy; creating a key source file and refining processes, making debt tracking far more efficient. Her collaboration across teams has driven real change, reducing debt, improving cash flow, and shaping best practices.

“Her dedication has made a huge impact - thank you, Glenneth!” – Nominator Leah Anderson

Ivona Neumanova Projects

Ivona is the heart of our Social Partner Hub, which helps people overcome barriers to employment with Compass. She's streamlined processes, built key relationships, and has set up processes to manage the candidate journey.

“Her dedication, passion, and attention to detail have made a huge impact to so many.” – Nominator Sonia Murtagh


Paolo Armani Foodbuy

Paolo is a recipe-wrangling, ingredient-mastermind who keeps us running like a well-oiled machine! Juggling everything from product management to culinary support, he tackles massive projects without breaking a sweat.

“Paolo utilises abilities he already holds, whilst having an eagerness to learn new skills.” – Nominator Robert Brown


Robert Clapham HSEQ

Rob has embedded a strong health and safety culture at Dine, supporting colleagues and clients alike. From addressing incidents to guiding us through difficult situations, Rob always goes above and beyond. He's also a true gentleman.

 **His responsiveness is outstanding, addressing issues swiftly and effectively, ensuring nothing is overlooked.” – Nominator Nick Haynes**


Sarah Tott People

Sarah is a volunteer member of the Armed Forces Committee – representing Compass at military events, sharing her story and helping promote the Spouses policy. She's a role model for others going through similar experiences.

 **Sarah has helped existing colleagues find out more about our policies as well as helping recruit new people who heard her talk.” – Nominator Camilla Howard**


Shamyne Ndoro Sales & Retention

Shamyne excels in managing retention data and supporting colleagues. Despite personal challenges, her cheerfulness and commitment never waiver – she's a mentor, team player, and star, uplifting everyone around her.

 **A real shining example of dedication, friendliness and resilience – she has an incredibly positive impact.” – Nominator Daman Khangura**


Sophie Wust Foodbuy

Ingredient and recipe management, inflation challenges, sustainability initiatives and new menu launches — Sophie handles them all effortlessly. From CH&CO recipe onboarding to juggling team changes and inductions, Sophie handles it all with expertise and humour.

 **Sophie should be recognised for her outstanding and continuing contribution.” – Nominator Robert Brown**

Tanya Baker DMA

Tanya's support during Day 1 'go-live' of the Defence menu launch was incredible. With apprehensive colleagues navigating the new till template, she was on calls from 6am, fixing issues in minutes and keeping our frontline teams reassured.

 **A true role model in managing change - Tanya, you're a star!” – Nominator Sharon Baker**

Zahirah Shoaib D&T

Zahirah tackled a massive payroll challenge, creating 3 complex programs in just 5 days. I can't begin to explain how difficult it is to write programs from scratch, let alone 3! Her incredible efforts allowed Payroll to resume their processes with nominal delays to their scheduled processes.

 **Her dedication, skill, and quick thinking were invaluable.” – Nominator Lorraine Arscott**

Chartwells



Cerys Brooks State Schools

When the Welsh First Minister visited as part of a wider media announcement of Wales passing the threshold of 20 million free school meals, Cerys stepped out of her comfort zone, conducting a tour and speaking fluently in Welsh and English about the team's incredible work.

 **Her courage and professionalism helped to strengthen Chartwells' reputation."** – Nominator Geoffrey Campion


Elena Lazar Universities

Elena has progressed through Career Pathways, and is now manager of the highest footfall and turnover unit on campus. She's built a fantastic team and significantly improved service through her leadership and tenacity - and constantly innovates to enhance the student experience.

 **Elena is a dedicated and ambitious manager who leads by example."** – Nominator Stephen Travis


Emma Green State Schools

Emma meticulously writes medical diets tailored to individual needs and provides comprehensive recipe packs to schools - reflecting her expertise and genuine care for each pupil. She also trains new cooks, equipping them with the skills to deliver specialised diets confidently.

 **Emma's commitment to excellence is truly commendable and her colleagues are fortunate to have her in their team!"** – Nominator Tom Ligudzinski

Jack Blades Independents

Jack inspires catering teams and pupils to cut food waste by creatively reusing ingredients, turning surplus food into exciting dishes. At two pilot sites, his efforts cut food waste by 30%, sparking change and helping to encourage mindful choices.

 **Jack engages pupils with educational initiatives highlighting plate waste, raising awareness in a visual and impactful way."** – Nominator Olivia Pratt

Kerry Murray State Schools

Kerry's dedication, hard work and positivity have truly transformed the school. Her efforts have improved staff morale and even secured a five-year bid opportunity. She engages pupils, supports school events, and earns widespread respect in the community.

 **We are so proud of her can-do, caring and supportive attitude!"** – Nominator Geraint Davies


Margaret Rees Universities

Margaret will always work extra hours for you, even after running the busy coffee shop herself - she covers two campuses, traveling seven miles between them. Dedicated and hardworking, she mentors younger staff, supports hospitality, and even cancels plans to help when short-staffed.

 **Margaret is a massive asset to our team and a absolute joy to be around."** - Nominator Kim Dowle


Martin Risi **Independents**

Martin's role extends beyond kitchen duties - supporting Front of House, and assisting as a Commis Chef or with theme days. Martin's compassion shines through, from checking in on those going through tough times to remembering details that make others feel valued.

 **Martin's loyalty and character cannot be questioned and he will always give 100% without fail." – Nominator Alison Hanna**


Rachel Lynch **State Schools**

Rachel has shown incredible dedication and initiative by stepping up to manage two units during a period of sickness, while also improving operations in both. On top of her extra responsibilities, Rachel is pursuing career growth through a Compass development program.

 **Her commitment to enhancing the school demonstrates her passion and drive for excellence." – Nominator Martin Davies**


Sharon Powell **State Schools**

Since her nominator Nick Hughes took over her contract and others in the trust, her support has been invaluable, going out of her way for colleagues and clients. This term, she took on managing both catering and cleaning contracts, earning fantastic feedback from senior clients.

 **The positive impact is down to Sharon's determination, can-do attitude and great relationship with the school teams." – Nominator Nick Hughes**


Shaun Pires De Carvalho **State Schools**

Shaun has transformed the contract, leading unique events like canapé functions and afternoon teas with exceptional planning and teamwork. He fosters a supportive environment, showing appreciation through handwritten cards, chocolates, and team social events.

 **Shaun's leadership has created a trusting and transparent relationship with the client, taking the contract to the next level." – Nominator Karen Mantell**

Simon Sturmey **Independents**

Simon has made impressive strides in reducing food waste. By analysing waste streams and adjusting kitchen production, he managed to cut food waste by 30% and is on-target to hit 50%. Always forward-thinking, He also introduced a "smart bar" to rework dishes.

 **Simon consistently delivers excellence, even outside his comfort zone. Everyone is incredibly proud of his achievements." – Nominator Julie Bibby**

Timothy Elks **CH&CO**

Timothy runs an 'After School Gala Dinner Club' over five weeks, where students learn to cook and plate a three course dinner, before serving the meal to specially invited guests including the headmaster. The event's so popular that he's been asked to run it more than once a year!

 **He is such an enthusiastic chef who is so well-loved by the students!" – Nominator Claire Clark**

ESS



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Caroline Thursfield



Brandon Vize DMA

Brandon won for his fantastic efforts during an interim period where there was no Head Chef - he stepped up and did what needed to be done! Brandon has now requested to enroll on a Level 3 Apprenticeship to continue to grow his career with Compass.

“His positivity created a supportive atmosphere that will resonate for a long time” – Nominator Ruairaidh Bailey

Emma Nott EGI

Emma brings humour, care and dedication to every situation. Facing failing cleaning audits, she worked tirelessly training and inspiring the team. Her leadership transformed morale, improved standards and exceeded KPIs.

“With her infectious positivity and hard work, Emma turned everything around. We truly couldn't have done it without her!” – Nominator Susan Robinson

Christopher Dobson DMA

Chris set up the Culinary Forum, creating hints and tips to share best practice across DMA for all things culinary. His dedication to DMA is outstanding and nothing is ever too much. Always helpful and always with a smile – he's the hero we didn't know we needed!

“Thank you for your commitment and keeping me sane with your exemplary behaviour” – Nominator Sharon Baker

Gillian Williams DMA


During a challenging time, Gillian balanced her own responsibilities with ease while supporting her colleagues. Her calm focus and quick thinking helped alleviate the stress others were facing, and clients noticed the seamless delivery.

“Gillian's teamwork brought everyone together, her impact was truly inspiring.”
Nominator Kat Sigani

Leona Marylyn

EGI


Our client recommended that Leona be put forward for this award saying: "She's been a true superstar this summer, stepping up in the absence of a General Manager. Leona's dedication and growing confidence have made her an absolute delight to work with.

 **She's nothing less than patient, helpful and approachable. She simply gets on with what needs to be done."** – Nominator Paul Boon

Leonard Simpson

EGI


When the night chef on Lenny's shift said he had bad indigestion, first-aider Lenny recognised it may be more serious. Taking the chef to see the medic, it transpired that he had had a heart attack. Lenny stayed alongside the chef and medic until he could be medevacked.

 **Lenny is a life saver. If he hadn't spotted the symptoms, the situation could have been much worse."** – Nominator Kevin Lyons

Melanie Cornwall

DMA

From managing complex HR issues with sensitivity to volunteering as an onsite beekeeper, Melanie's commitment is evident. She also fundraises for the Pandora Project and has helped raise crucial funds by organising a mental health walk, a bingo event and a karaoke evening.

 **Melanie has an unwavering commitment to her work and community. Her contributions have made a profound impact."** – Nominator Katie Leeder

Richard Watts

DMA


With nearly 20 years of dedication, Richard's exuberant confidence and cheeky charm brighten everyone's day. A skilled chef and relentless advocate for customer experience, he keeps spirits high during challenges. Richard is truly unforgettable!

 **Always making people smile, his warmth, resilience and energy are invaluable."** – Nominator Dominique Geloso

Tiffany Underwood

DMA


Tiffany won in recognition of her extraordinary efforts and kindness when the military base, including 27 family homes, was flooded following severe weather. She helped people retrieve their belongings and relocate, and also took in a family and their pets for a week.

 **Tiffany truly went above and beyond at an incredibly difficult time for the base. We are thrilled she has been recognised."** – Nominator Michael Southerden

Vikki Holders

DMA

As Vikki was clocking off, a visibly distressed lady carrying a tiny baby ran to her for help - a victim of domestic abuse. Vikki immediately took her to a safe, private area, lent her her phone and organised supplies for the baby before she was supported through the evening.

 **Vikki continues to check in with the lady every day, no matter how busy she is, which demonstrates her compassion."** – Nominator Allison Dixon

Healthcare & Retail



Aidan Knights Retail

Aidan, who has Autism and learning difficulties, starred in a video highlighting how his supported internship helped him grow his skills and learn to be independent. He impressed so much that he got the job at the end of the internship, and has been outstanding ever since.

“His video will help transform the lives of other adults with learning disabilities and autism.” – Nominator Jess Payne

David Camm Medirest

David went to the public toilets behind the Faith Centre and found a woman unresponsive on the floor - after talking to her and shaking her gently he got no response. A nurse arrived and took over while David pulled the alarm then ran to A&E to get a trolley ready for the crash team.

“Thank you David and well done!” – Nominator Mark Tems



Alan Sutton Medirest

Alan showed great empathy to a Dementia patient - searching cages of dirty linen to locate a precious stuffed animal the patient had misplaced but needed to help navigate her world. Her family were so touched by Alan's actions they wrote several letters to the hospital about his efforts.

“Alan demonstrated the importance of an empathetic approach – he is a superstar!” – Nominator Beverley Smith


Jacqueline Adcock Medirest

Jacqueline was praised by a visitor for her caring character and thoughtfulness. They told us: “Jak was tremendously supportive to our family when my Mum's health took a turn for the worse. Mum refused most food and Jak worked with us to try and find things that Mum would eat.”

“Nothing was too much trouble, thank you, Jak.” – Nominator Heidi Synnott (on behalf of the visitor)

Justyna Hill Cuisine Centre

Justyna, Sarah and Chris all stepped in to help a colleague in a time of need, carrying out lifesaving first aid to a team member until the emergency services arrived. They all stayed calm in a very emotional and serious medical emergency.

 "It was real team effort – they all pulled together in a really stressful time" – Nominator Karl Mansoor


Kalpana Whitfield Retail

Kal is an incredibly hardworking and dedicated team member, admired by both customers and colleagues. Her efforts during lockdown earned glowing feedback, with customers even contacting head office to praise her! Her contributions have been vital to our operation.

 I want her to know she really deserves to be recognised for her commitment." – Nominator Sallyanne Curd

Kristine Sneddon Healthcare

When Kristine discovered an elderly patient in distress in the A&E department her quick-thinking and selfless actions undoubtedly helped to save the patient's life. "I am in no doubt that if it had not been for Kristine's diligence the outcome would be very different."

 I am truly proud to be her Manager." – Nominator Tracey Swift

Lily Boardman Retail

Lily, at just 18, stepped up for 7 weeks while her Unit Manager recovered from surgery, handling responsibilities flawlessly. She completed stock takes, paperwork, and covered shifts without complaint – her customer service, can-do attitude, and dedication are unmatched.

 Her commitment and potential deserve recognition, and I'm so proud and grateful for everything she's done." – Nominator Katie Buckley

Sarah Appleyard Cuisine Centre

Sarah, Justyna and Chris all stepped in to help a colleague in a time of need, carrying out lifesaving first aid to a team member until the emergency services arrived. They all stayed calm in a very emotional and serious medical emergency.


 "It was real team effort – they all pulled together in a really stressful time" – Nominator Karl Mansoor

Ireland



Alexandre Carlier Business & Industry

Skilled barista Alex's customer service is outstanding - he remembers everyone's name and coffee order and our client loves his mannerisms and chat. He is always willing to help others!

 **His respect and enthusiasm towards his team and our customers is second to none.” – Nominator Maureen Donegan**


Gloria Civalleri Business & Industry

Gloria has a fantastic personality and her high level of commitment and dedication is really appreciated by the rest of the team, but most of all by her customers.

 **Exceptional customer service and always delivered in a safe environment.” – Nominator Jean-Jacques Niel**

Greg Niewiadomski Business & Industry

Greg is an outstanding leader with unmatched determination and creativity and ability to inspire others. From winning competitions to promoting sustainability, Greg's innovation and positivity make him a true star.

 **Greg is a trustworthy person who cares for the welling of the team and always with a positive attitude!“ – Nominator Denisa Gherman**

Ianna Goriuc Business & Industry

Ianna is described as being a brilliant all-rounder in the workplace. Hardworking, positive and always there to help others - colleagues love to work with her and customers adore her too.

 **She does the job perfectly – all the workers like her because she's so nice!“ – Nominator Nayana Sobhana**


Kelsey Kelleher Business & Industry

Kelsey has a wonderful commitment to work and the team - delighting clients, improving customer experiences and delivering great service."

 **She is so dedicated to her work and the team and always delivers incredible service” - Nominator Jaco Van Vuuren**

Lorraine O'Flynn Business & Industry

Lorraine has a smile on her face from the moment she arrives until she finishes - her bubbly personality oozes positivity, brightening up her colleagues' days. Her ability to remember every customers name is amazing.

 **Customers constantly comment on how friendly and helpful she is.” – Nominator Geraldine Prendergast**

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Marius Ganea Business & Industry

Marius showed remarkable compassion and selflessness when a colleague collapsed, staying by their side, offering unwavering support and care. Despite English not being his first language, he calmly relayed vital medical details to the medics when help arrived.

“His calm action ensured the patient received the correct care.” –
Nominator Aileen Mangan

Martin Murphy Business & Industry

Martin was covering his supervisor's holiday when a member of staff suddenly went off with COVID and had to leave the premises. Martin stepped up, tested all remaining staff and ensured all departments were covered for the week. "A great role model".

“I can see Martin's confidence building and hope to see him progress even further in the future.” – Nominator Paul Hood

Miguel Mena Business & Industry

Miguel's dedication and hard work make him the backbone of our kitchen. Colleagues praise his unmatched work ethic and unwavering support, which ensures smooth operations. He creates a culture of mutual support, allowing the team to deliver their best.

“Miguel truly exemplifies the qualities of an outstanding Kitchen Porter.” –
Nominator Ion Pituscan

Pinky Bhandari Business & Industry

Pinky was nominated for her great colleague and customer relationships - she knows exactly what each person wants as soon as they walk through the door! She's missed by customers when she's off and they always have such positive things to say about her.

“Pinky is a very determined member of staff – always willing to help.” –
Nominator Kathleen Richardson

Levy UK + Ireland



Charlie Steed Jockey Club

Charlie joined us and took charge of fundraising, organising a charity Family Fun Day. Partnering with local businesses, he secured over £1,000 in donations, providing 150 guests with free food, activities, and goodie bags for those that may otherwise not have been able to afford it.



Families enjoyed a memorable day, with glowing feedback praising Charlie's outstanding generosity." – Nominator Camille Pilcher

Claire Earls Sports & Leisure

Claire's unassuming yet meticulous approach creates unforgettable experiences, making her an irreplaceable, deeply cherished team member. Always at the heart of the operations, her dedication, warmth and selflessness ensure every client and partner feels valued.



The highest compliment I can give is that when she is on annual leave or days off there is a Claire-shaped void in our operation." – Nominator Sean Dinan

David Hill Stadia

David Hill has had a pivotal role in the successful mobilisation of numerous new contracts. He uses his creativity and innovation to develop the new menu concepts and consistently supports new team members, all while maintaining composure in even the most high-pressure situations.



Dave is a steadfast role model - his dedication and exceptional work deserve recognition!" – Nominator Sophie Dymond

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

Ellie Hall Keith Prowse

Ellie has grown immensely, transforming from a new starter to a passionate, dependable team member. She excels in supporting colleagues, stepping into various roles to ensure event success and consistently delivering outstanding service and support for the team and clients.



She doesn't hesitate to get stuck in to ensure we can provide the best possible service." – Nominator Aaron Mozley

Kat Reynolds- Gilmore Confex & Arenas

Kat volunteered to be the O2's sustainability champion. She organised a committee and has already set up bottle cork recycling and a trip to see the O2's wormery. She shares messages, ideas and success - keeping everyone informed on our journey to be the first net zero Levy venue.



She has really brought sustainability to life for the team – she's committed, engaging and enthusiastic" - Nominator Niamh Geraghty

Luke Hitchins Stadia

Luke leads the culinary team with passion, creating innovative menus and exceptional experiences. His allotment means plant-based dishes and fresh produce are uppermost in his mind - spreading positivity and kindness and prioritising both people and the planet.

“Luke leads right from the front, he is a hero without a cape.” –
Nominator Gill Dobson

Sam Krass Confex & Arenas

Sam prioritises exceptional service with remarkable attention to detail. His tireless efforts ensure members feel valued and receive the utmost of care, with a smile. Members and leadership praise his dedication with one noting, “Sam’s personalised service is a constant joy.”

“His warmth and professionalism create an unmatched dining experience!” –
Nominator Jessica Joyce



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Ruth Watson Confex & Arenas

Ruth is compassionate, witty, and a true team player, inspiring and uplifting everyone around her. Despite personal challenges, she’s a pillar of strength to others, offering unwavering support and kindness. Her positive impact is unmatched, creating a workplace where everyone thrives.

“I just hope she knows how valued and loved she is!” – Nominator Victoria Higgins

Susan Johnson Yarnfield Park

Susan has an exceptional work ethic – cheerful, hardworking and professional. As a chambermaid she’s seen it all, handling some unpleasant tasks that have come her way with good grace. She’s trained new recruits with patience and without any judgment.

“Susan consistently gives her best... I call her ‘Wonder Woman!’” –
Nominator Amanda Brocklehurst

RA Group



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Caroline Thursfield



Alex Habitemariam Restaurant Associates

Alex supported a client's presentation by providing detailed PowerPoint slides and holding one-on-one meetings to make sure they had all the information they needed. His dedication earned their gratitude and glowing feedback for his outstanding support.

“ I wanted to highlight the impact Alex has, maintaining excellent relationships with clients.” – Nominator Maria Gonzalez

Bartosz Knera RA Venues

Bart is Event Supervisor at HMS Belfast. Since his arrival, he has helped at the bar to provide a professional environment. He motivates the team to achieve higher standards and provides invaluable support to ensure service runs smoothly, day in, day out.

“ He helped me with everything when I needed his help so badly.” – Nominator Paul Leahy

Ayobami Oyafunke Rocket

Ayobami somehow knows every team member (+70 FTE plus +100 casuals) and checks in regularly, always going the extra mile. Whether it's making a coffee, offering a walk and a chat, or finding professional support, his positivity is infectious, his dedication unwavering.

“ Ayo makes everyone feel valued, and he deserves to know how much he is too!” – Nominator Sarah Baumgartner


Evie Robinson RA Venues

Evie is dedicated to providing exceptional customer experience. Nothing is ever too much for her, no matter the question or demand or request. Her attention to detail ensures the rest of the team have all the information they need to deliver an amazing event, every time.

“ He doesn't just go the extra mile, she goes the extra marathon, and we are extremely lucky to have her!” – Nominator Kate Basil

Hayley Scott RA Venues

Hayley has transformed her team's productivity through engaging SHINE training sessions. She personalises each session, planning them meticulously, even in her own time. Passionate about sustainability, she collects crisp packets weekly for recycling.

 **Hayley is an inspirational and dedicated colleague who makes a significant impact at her site.” – Nominator Sunil Machile**


Jareth Taylor RA Venues

Jareth was promoted to Junior Sous Chef and has really stepped up, running the restaurant seamlessly! A quiet but respected leader, he creates a positive, committed team environment. His confidence and willingness to learn make him an inspiration to the team.

 **“I’m really looking forward to seeing him develop even further in the future.” – Nominator Simon Brierley**

Karen Walker RA Venues

Karen has been the heart of the museum café for years, winning over customers with her warmth, humour and dedication. Regulars miss her when she's off, and a mystery shopper even credited her for a perfect 100% score! She truly makes the café a better place.

 **Karen, you're truly appreciated, thank you for everything!” – Nominator Harry Hanson Hibbs**

Kate Baptiste Rapport

Kate's kindness and quick thinking made all the difference when a client needed help. Seeing a workshop organizer struggling with heavy bags, she stepped in without hesitation, carrying supplies inside and ensuring everything reached the right place.

 **Kate's willingness to go the extra mile is a true example of outstanding customer service!” – Nominator Patrycja Blaszczyk**


Kate Basil RA Venues

Kate is an incredible force of positivity and dedication and a pillar of support. Her unwavering work ethic inspires confidence while her keen eye for detail, infectious energy, and talent for business development make a inspiring impact across our venues.

 **Her happy spirit is contagious, significantly enhancing our collective work.” – Nominator Tillie Hoyland**

Megan Jarman Rapport

When a site supervisor called in sick, Megan stepped up. With two major events taking place the reception was heavily congested. Managing check-ins, assisting a new supervisor, and handling a tense customer situation with patience, Megan kept everything running smoothly.

 **She has really brought sustainability to life for the team – she's committed, engaging and enthusiastic” - Nominator Quentin Meliz**

Got any questions?

Check out:

compassbeastar.com

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

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A massive
thank
you