

Winners' stories

Aston Villa FC

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



Chantel Thompson

Dine

Baking wasn't always something Chantel enjoyed. 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.” – Nominator Stuart Pitcher

Christopher Hyde

Eurest

In under 12 months, Chris has blown everyone away. He's known for his creativity, organising themed events and boosting morale through team-building activities. His efforts make a real impact, consistently impressing both clients and customers.



He created a positivity wall with photos of the team on event days or having nights out, as a showcase of the talent we have.” – Nominator Jordan Bell

Clifton Bell

Dine

Clifton is respected by all our congregation, embracing the culture and showing exemplary respect. His dedication and commitment to excellence makes a lasting impact. A true asset, Clifton has been pivotal to our contract extension.



Clifton is a breath of fresh air; his passion is priceless.” – Nominator Amanda Briggs

John Stinson

Dine

John's built great relationships, grown the business, and mastered every aspect of his role. His friendly manner, attention to detail, plus outstanding service makes a real difference. He is also a joy to work with!



Our client says John has changed the feel of the site with his positive energy and cheeky laugh.” – Nominator Ross Morgan

Jordan Bell

Eurest

Jordan demonstrated exceptional quick thinking, remaining calm when an electrical fire broke out. He raised the alarm, swiftly alerting the engineering team to extinguish it 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

Joshua Lakin

14forty

Josh's help in a stressful moment makes him a true hero. Seeing a colleague's despair over a flat tyre, he quickly stepped in, changed it, and offered advice. His compassion and willingness to help was the true spirit of teamwork.



I would have been stranded in a thunderstorm with no one to collect my 4-year-old son from school.” – Nominator Shanice Evans

Jurate Kucinske

Eurest

Despite facing illness, Jurate's positivity never wavers. She's fantastic with customers and colleagues always bringing a smile and a can-do attitude. Her dedication and professionalism shine through daily, making her a true asset and an inspiration to those around her.

“ Her attitude has been the definition of 'leaving your personal problems at the door'!” – Nominator Jack Dale

Karen Bourne

Eurest

Both sales and customer satisfaction have increased since Karen joined - transforming not only her team and the food offer but also the relationship with the clients. Her passion and enthusiasm brings the team together and lots of fun to the concept days.

“ Karen is a role model to other managers and has helped set an incredibly high standard.” – Nominator Jo Daniels



Karagan Cox

Eurest

Karagan was nominated for her grit and determination to succeed and grow in her role of acting supervisor. She has flourished, taking real ownership of the unit and gaining tremendous respect from the team.

“ In a small amount of time she has re-shaped the unit - it's a pleasure to watch.” – Nominator Denise Broom

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 - she's a credit to the company and her colleagues.” – Nominator Nigel Mullins

Neil Baker 14Forty

"Neil stepped in when I was panicking over a flat tyre. He quickly changed it, offering helpful advice, and making sure I was ready to go before a thunderstorm hit. I'm incredibly grateful!"



He really did go the extra mile – showing what a kind and genuine person he is.” – Nominator Shanice Evans

Oksana Shyiata Eurest

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



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

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

Sarah Matthews Eurest

"Sarah is an integral part of the business. Nothing is ever too much trouble and she ensures every customer gets nothing short of a first-class experience. She supports the team around her on a personal and professional level, dropping everything to cover shifts if needed. We wouldn't have a successful catering arm to our business without her". – **Nominator Shaun Mockridge**

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

Stuart Edwards 14Forty

During the oil refinery's critical shutdown (and with the manager in hospital), Stuart took the lead seamlessly, managing the team, client requests, and operations without missing a beat. His calm problem-solving, and can-do attitude kept everything running smoothly.



The client didn't even notice the usual manager wasn't on site thanks to Stuart's dedication.” – Nominator Mark Beach

Central Functions





Aaron Dhaliwal B&I - Finance

Aaron went above and beyond after a colleague's departure, taking on half of their workload without being asked and supporting the team. He showed his dedication further by staying late to meet crucial internal and external deadlines.

“We massively appreciate Aaron's efforts and he does it all with such a positive attitude!” – Nominator Mike Kirkham

Harry Duggan ESS – DMA - Finance

After moving to another team, Harry finished his Year End in his new role and then came over to help his previous team to complete the accounts. His efforts were hugely appreciated, in the absence of a replacement for his role.

“He gave up his time after hours to support, a huge thank you, Harry!” – Nominator Mike Kirkham

Derry Rowswell Sales & Retention

Proposal manager Derry works within the Creative Lab and was nominated for his commitment to submitting bids to an exceptional standard - working additional hours and giving up his personal time to get the job done.

“Knowing that Derry is managing a bid gives me peace of mind – thanks for your hard work!” – Nominator Rachel Divers

John Smith Foodbuy

John works on updating the tills for Chartwells with promotions and deals, and helps with any issues with EPOS - a role that requires great attention to detail. John has this in spades and is so polite, supportive and reliable.

“Nothing is ever too much, he goes out of his way to solve problems and explain how things work.” – Nominator Samantha Drake

Mia Molloy

B&I - Finance

Mia went above and beyond after a colleague's departure, taking on half of their workload without being asked and supporting the team. She showed her dedication further by staying late to meet crucial deadlines.

“We massively appreciate Mia's efforts and she does it all with such a positive attitude!” – Nominator Mike Kirkham

Sharon Smith

Finance

Sharon provided expertise and a significant level of support to Dine in relation to billable cash shortages and cashless systems risks that have been present since 2022. She consistently offers time for training, troubleshooting and weekly calls.

“Sharon's willingness to tackle high-stakes challenges have made a significant impact.” – Nominator Charlotte Carre

Q1 Winner Zoe Hammett from the HSEQ team, nominated by David Crowe.



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, he goes above and beyond. He's also a true gentleman.

“His responsiveness is outstanding and he ensures nothing is overlooked.” – Nominator Nick Haynes

Zoe Hammett

HSEQ

Zoe played a key role in the HSE integration of CH&CO into Compass, ensuring smooth comms and engagement with new team members. She also supported Levy's successful expansion into Germany, bridging language barriers and building strong relationships with new colleagues.

“Her dedication, support and positive impact make her an invaluable asset to the team.” – Nominator David Crowe

Chartwells



Alexander Smith Chartwells

Despite an extremely challenging time, Alex has supported his teams under arduous conditions, which have kept him away from his home and family. His ability to identify and overcome the obstacles in his way is second to none, he really is a role model to the team.

“It's time we gave him a well-deserved pat on the back for always going the extra mile and making a difference”.- Nominator Ken Tee

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 incredible work.

“Her courage and professionalism helped to strengthen Chartwells' reputation.” – Nominator Geoffrey Campion

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 to confidently deliver specialised diets.

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

Joanne O'Connell Universities & Colleges

Chef Jo's dedication to the University pop-ups and Social Kitchen events have brought fresh ideas to the table. Her enthusiasm, problem-solving, and warm presence elevate every event and she's eager to tackle new challenges.

“Jo's resourcefulness shines as she calmly tackles challenges with quick thinking and creative solutions.” Nominator Chloris Aspland-Jones

Julie Gammon State Schools

Cook Assistant Julie stepped up when both the Cook and Unit Manager were sick and unable to attend work. Despite being short staffed she kept standards high, never complained and was determined to run the kitchen efficiently and lead the team.

“Her commitment makes me feel well supported in my job - she deserves a Be A Star pin to attach to her apron.” – Nominator Jean-Charles Guerin

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

Lauren O' Toole

State Schools

Hardworking, enthusiastic, and always ready to help, Lauren seamlessly balances cooking, training, and support roles. Her positivity, dedication, and attention to detail inspire everyone. Lauren truly goes above and beyond, making a real difference every day!

“Lauren is infectiously inspiring - supporting others and encouraging people to enjoy life.” – Nominator Tony Long

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

Q1 Winner Mandy Southern from Chartwells, nominated by David Tungate.



Mandy Southern

State Schools

Quiet and humble, Mandy's dedication shines through. When her unit manager tragically lost a loved one, Mandy stepped up as temporary manager, ensuring the school ran smoothly. Her strength and kindness made a huge difference to all.

“Despite the fact she's been grieving too, she led the team brilliantly.” – Nominator David Tungate

Sharon Powell

State Schools

Since her nominator 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 and can-do attitude.” – Nominator Nick Hughes

ESS



Q1 Winner Louise Skillen
from ESS Defence,
nominated by Lin Thomson.



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 Ruaraidh Bailey

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

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

Matt Moseley DMA

Matt managed the complex mobilisation of a new global contract from a culinary perspective entirely on his own - catering for several thousand staff across 12 sites as well as a private residence requiring 5* food and service.

“Matt showed leadership, initiative and a drive to succeed for our new client.” – Nominator Claire Swift

Tegan Peters DMA

Tegan remained calm and in control during a gas leak at the bar - quickly evacuating customers and raising the alarm, before liaising with and supporting the fire brigade to ensure the safety of all.

“Her professionalism and composure were vital and made a significant difference that night.” – Nominator Nicola Patrick

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



2024 Be A Star 'Legend' 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

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

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 they wrote to the hospital about his efforts.

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

Darren Manikam

Healthcare Retail

A distressed and tearful 16-year-old girl who was being followed and harassed in the hospital sought refuge in the M&S. Stuart and Darren provided comfort, ensured her safety, and called Sharif for assistance, who called security and escorted her back to her father.

“Their swift, compassionate actions showed exceptional safeguarding in a difficult situation.” – Nominator Mark Balding

Ibrahim Ahmad

Medirest

Nasa goes beyond his security role to prioritize patient care and safety, with his proactive approach and exceptional communication skills helping de-escalate tense situations. His compassion recently diffused two critical incidents, earning him much praise.

“We want to thank him for his unwavering dedication to creating a safe, supportive environment.” – Nominator Lina Syvoke

Jacqueline Adcock

Medirest

Jacqueline was praised by a visitor for her caring character and thoughtfulness. They told us: “Jak was tremendously supportive 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)

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

Sharif Miah Healthcare Retail

A distressed and tearful 16-year-old girl who was being followed and harassed in the hospital sought refuge in the M&S. Stuart and Darren provided comfort, ensured her safety, and called Sharif for assistance, who called security and escorted her back to her father.

“His swift, compassionate actions demonstrated exceptional safeguarding in a difficult situation.” – Mark Balding

Stuart Bumstead Healthcare Retail

A distressed and tearful 16-year-old girl who was being followed and harassed in the hospital sought refuge in the M&S. Stuart and Darren provided comfort, ensured her safety, and called Sharif for assistance, who called security and escorted her back to her father.

“His swift, compassionate actions showed exceptional safeguarding in a difficult situation.” – Nominator Mark Balding

Q1 Winner
Aidan Knights
from ESS
Defence,
nominated by
Jess Payne



Steven Clarke Medirest

Dedicated car park attendant, Steven, is always positive and helpful, even in challenging situations. His kindness was especially evident when he welcomed a new neuro-diverse colleague with empathy, offering to meet him from the bus to ease his first-day nerves.

“His great teamwork and inclusive attitude are truly commendable.” – Nominator Donna Lawson

Levy



Christine Goodman Levy

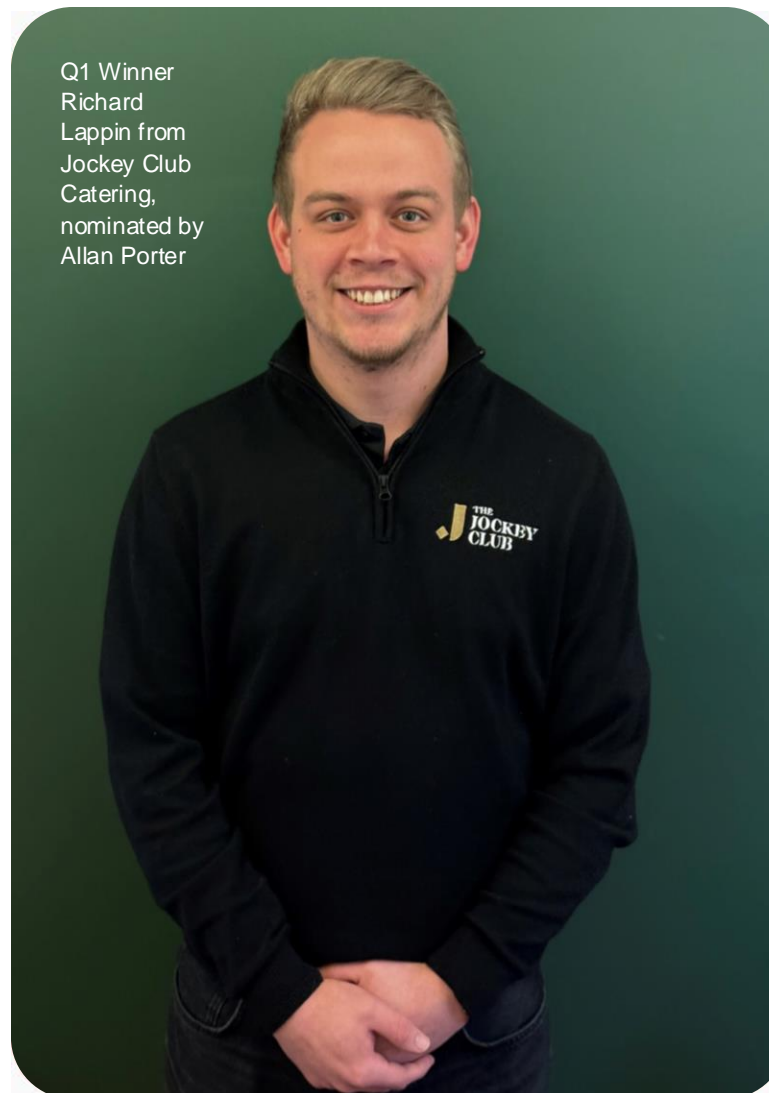
Committed, determined Christine genuinely cares about the experiences her customers receive. For the past three months, she's covered the event planning alone, stepping up and ensuring no disruption to customer service while supporting and uplifting her colleagues.

“Christine's impact on the venue is unrivalled, I'm proud to have her as part of the team.” – Nominator Daniel Whelan

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



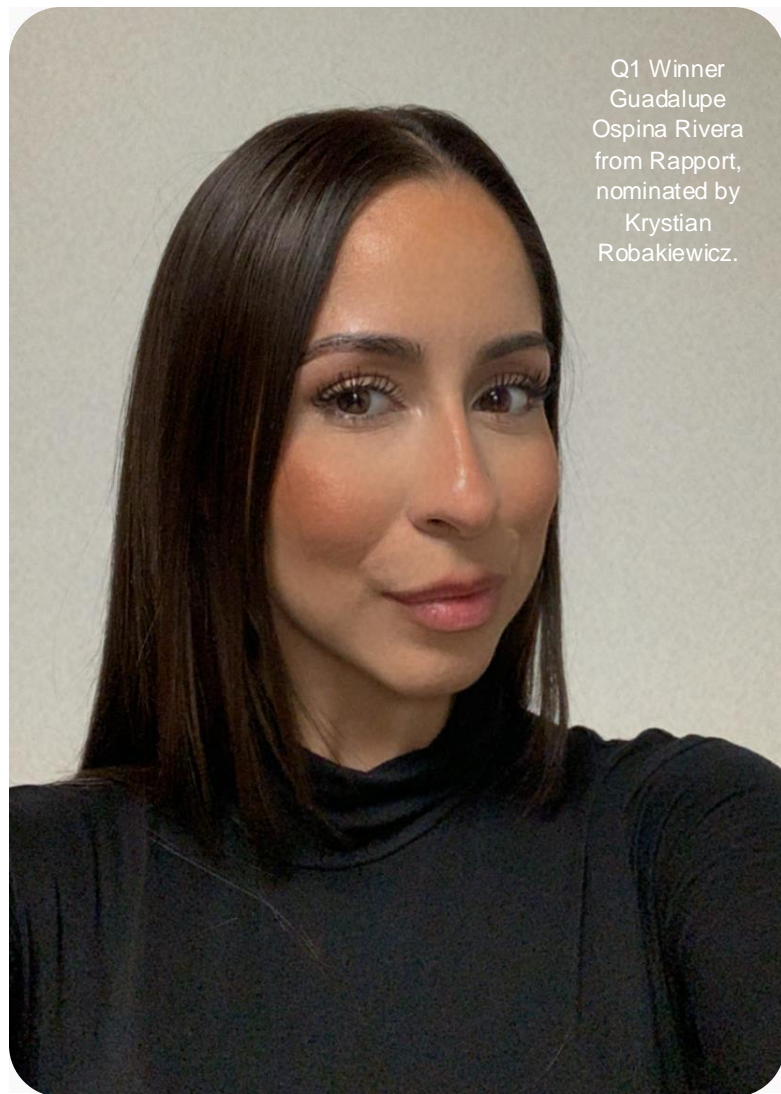
Lucy Belfield Levy

Lucy has stepped up with conviction and determination while her site is recruiting a new GM. She handles customer queries efficiently and proactively boosts sales - all while ensuring financial stability and forecasting to the leadership team.

“Lucy's enthusiastic response to team and business support in the absence of the venue leader is absolutely inspirational.” Nominator Kathleen Edwards

RA Group





Q1 Winner
Guadalupe
Ospina Rivera
from Rapport,
nominated by
Krystian
Robakiewicz.

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. Her attention to detail ensures the rest of the team have all the information they need to deliver an amazing event, every time.

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

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

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

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

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, dedicated colleague who makes a significant impact.” – 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 but Megan kept everything running smoothly - managing check-ins, assisting a new supervisor, and handling a tense situation with patience.

“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:

sarah.scott@compass-group.co.uk

A massive
**thank
you**