



BE A STAR

Winners' stories

Quarter One, 2024



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



B&I

Barry Evans Dine	Christopher Kwoyigah 14Forty	Edina Kelemen Eurest	Jane Kelwin Eurest	Joanne Rigg Dine
Colleague	Customer	Customer	Customer	Customer
Barry is a valuable addition to the team, always wanting to learn and driving the site forward with innovative ideas – with a personality to be admired. His positive influence has had a huge impact on team morale. His determination and drive to deliver the best experience for both customers and staff shows his true team spirit - he's a great asset to the company!	Security Officer Chris received high praise from the client for keeping staff and claimants safe and the business running smoothly. Client feedback includes: <i>"I can't over-emphasise how much Chris contributes to our working life. His professional yet friendly presence is calm and reassuring to staff and visitors alike. He makes a massive difference to me, helping every day in his quiet, unassuming way, including back-up support when things get stressful"</i> .	Edina has had a massive impact on site in a short amount of time; producing quality food, great service and driving sales - all while striving to deliver more. Her results show what you can do with grit and determination – producing excellent results with passion and pride for her unit and customers. <i>"Due to the remarkable turnaround and commitment the client is looking to renew the contract for another 3+ years"</i> .	Jane always puts her customers first; working with a big smile and welcoming everyone. Customers know that if Jane is around the vending machines will have all their favourites – so applause can often follow in her wake! A team player who never hesitates to jump in when her colleagues need support, her knowledge of food means everyone can rely on her. <i>"Jane is more than just a colleague, she is truly part of the Compass family"</i> .	New to the role and the site, Joanne had an extra 150 customers coming through the restaurant within a week. Through sheer dedication and determination she kept her cool, keeping her customers happy and the client even happier!
Martin Dzurov Eurest	Michelle Briggs Eurest	Patrick Masheder 14Forty	Samantha Roberts Eurest	Venkat Kundharapu 14Forty
Customer	Customer	Customer	Customer	Customer
<i>"Always positive and smiling - great customer service"</i>	Catering Assistant Michelle helped turn her unit around with long hours spent cleaning, some brilliant ideas and a positive attitude - even while working on a building site during some major refurbishment work. <i>"We have now doubled the customers using our facilities and scored 93% in a client survey, with consistently good feedback - I couldn't do it without Michelle working by my side"</i> .	Patrick is covering for the Logistics Manager while they've been on long-term sick, as well as carrying out his own role. Stepping up without any prompting, he has gone above and beyond to please the client and company. He even cancelled his annual leave to ensure the team didn't struggle - pushing the loyalty and dedication to his job over and above the expectations of his role.	Despite a challenging few months at a very aged, under-invested site, Sam has risen to the challenge to provide innovative, nutritious food with passion and enthusiasm. As we invest in a brand new space, she has lived and worked in a building site for over 3 months, in some very difficult conditions, yet risen above it all. <i>"An asset to Eurest - I wish I could bottle it up and sprinkle it across all the sites"</i> .	Catering Assistant Venkat is a committed and well-respected member of the 14Forty team - embracing our Client's values and delivering exceptional service on a daily basis. He is flexible, adapting to change while being a constant star-performer and Mr Reliable. <i>"Venkat is not only greatly liked and appreciated by his 14Forty colleagues but also by our client and customers"</i> .

CENTRAL FUNCTIONS

<p align="center">Claire Boyle Learning & Development</p>	<p align="center">Gregory Burnard Foodbuy</p>	<p align="center">Lloyd Talbott D&T</p>
<p align="center">Customer</p>	<p align="center">Colleague</p>	<p align="center">Colleague</p>
<p>Claire works in our L&D Department as a trainer - she is truly an expert in her field with a drive and commitment to support others in the business. She holds all the soft skills that make her a wonderful person and an asset to Compass. <i>"It would be amazing to recognise her for all her hard work, dedication and passion - she's a true star and although I know she has a busy role supporting many, she always makes me feel like my needs and requirements are important"</i>.</p>	<p>Greg has only been with Compass just over a year but is already training new members of staff. Always willing to take on extra responsibility, he is frequently thanked by the units and clients for the level of service he gives them. <i>"Friendly, approachable, helpful... just a nice human being"</i>.</p>	<p><i>"I am due a new phone and I was dreading the day it would happen. Unfortunately, I lost my husband last year after a long 4-year battle with Leukemia, and during COVID he spent a lot of time in hospital. As you can imagine, I have lots of text messages andWhatsapps which I have not been able to look at, but know one day I will want to. Lloyd was so helpful, compassionate and supportive trying to find a way for me to keep everything. I just want him to know how much I appreciate his support with something I was dreading so much"</i>.</p>
<p align="center">Max Sims Strategic Partner - Chartwells</p>	<p align="center">Natasha King Learning & Development</p>	<p align="center">Nick Vadis Culinary Director</p>
<p align="center">Colleague</p>	<p align="center">Community</p>	<p align="center">Customer</p>
<p>Strategic Partner Max made an immediate impact upon joining the Legal team. Not only is she constantly honing her knowledge with brilliant attention to detail, she's also the first to put her hand up to support colleagues, often with quite 'unglamorous, but necessary' admin tasks. <i>"She is also lovely to work with and always remembers to thank people for their help - a very important factor in an every-busy Compass"</i>.</p>	<p>Natasha trekked across the Great Wall of China to raise awareness and funds for 'Woody and Winter Foundation', a charity supporting sick children and their families. She not only raised £2,842 by successfully completing the trek, but also collected over 50 cuddly toys for sick children, to provide comfort to them and their families. <i>"She's completely inspirational!"</i></p>	<p>Nick Vadis is our Chef Ambassador in the NHS Supply Chain: Food contract – well known for his training and development skills with chefs. However, it's his work with the NHS Chef of the Year Competition over which makes him exceptional - judging and mentoring the now annual event celebrating the culinary skills of chefs working in the NHS. The feedback and opportunities that being involved give us are invaluable and recognises our culinary expertise at the highest level. <i>"Value beyond procurement"</i>.</p>

CHARTWELLS

Alan Paton	Claire Holland	Emily Old	James Small	Julie Adkins
Customer	Customer	Customer	Customer	Customer
<p>Alan travelled from Oxford to judge a Masterchef competition in Edinburgh. Not only was he enthusiastic, positive and supportive with the pupils, he was also fantastic with the parents - conversing with them in a very professional manner and gaining their trust and respect. <i>"He really did have fun with this event and it was a pleasure meeting him".</i></p>	<p>Claire works in a primary school with only herself and a chef. When the chef left, Claire had to work with a number of different agency workers, some of whom were challenging. Despite this, and despite the school being very demanding, Claire remains passionate, dedicated and undeterred. <i>"She overcomes any obstacle with her head held high - a pleasure to work with".</i></p>	<p>Emily took on the new challenge of managing the school Catering Van, using her drive, enthusiasm and resourcefulness to come up with new ideas to generate sales. Her success with the van exceeded all expectations - it's now requested for numerous events, and has become multi-functional with loyal customers. <i>"What Emily has done is no mean feat, she embraced the challenge, was incredibly creative and used her initiative - this has gained her respect from her peers and the schools".</i></p>	<p>As part of the Chartwells 1% Project, James volunteered to review the BOH disposables range currently being purchased, supporting a full day review of hundreds of products. His pragmatic and common-sense approach ensured we retained the products required to operate, but also thought about the bigger picture for Chartwells and the UK. <i>"His input may well yield a six-figure benefit and we couldn't have done it without his support."</i></p>	<p>Julie's hard work and positive attitude helped turn a unit around, making a huge difference during a very difficult period - including a manager removal. The client is delighted with the transformation, saying: <i>"Thank you for your support this week, we cannot believe the improvement in the quality of food, even the students have noticed. What a wonderful job you are doing - the whole demeanour of the kitchen staff has changed for the better".</i></p>
Kelly Bodsworth	Laura Swain	Marta Popiolkiewicz	Prabjyoth Kaur Suwali	Scott Bunyan
Colleague	Customer	Customer	Customer	Colleague
<p>Assistant Manager Kelly is the go-to person if you need advice or guidance - if she doesn't know the answer she will find out for you. <i>"Kelly is always happy and smiling and is very well-respected by the whole team - she is an awesome work colleague and I think she is amazing".</i></p>	<p>Not only did her school nominate her for the Crawley Community Awards in the Education Category...but she won! <i>"She's the biggest ray of light in the school, who always goes out of her way to help the children, especially those needing support with dietary or financial needs. She is a superstar who deserves everything good in life - we LOVE Laura".</i></p>	<p>Marta was tipped to Chartwells Independent and has been an inspiration ever since - training fellow colleagues and taking on the challenge of increasing sales. She's already broken her target three times, enthusiastically looking for new ideas then trialling them to upsell to her customers. <i>"Her passion is to drive the sales and ensure everyone is met with a smiling face whenever customers visit."</i></p>	<p>It doesn't get much better than when a client nominates you for a Be A Star award, but that's exactly what happened for Prabjyoth, who was recognised for working tirelessly to ensure the client and students are well catered for. <i>"She has the determination and drive to supply a high standard of service despite difficulties with staffing levels".</i></p>	<p>The very sad loss of a student and colleague at the University affected numerous members of staff. Scott went above and beyond to support his colleagues and the students by having open meetings, checking in on them, meeting members of the student's family - all while suffering himself. <i>"He really has been a pillar of support through some very dark days".</i></p>

ESS

Chandra Jayanthi Sudusinghe	Damian Newman	Khadija Jackson	Lindsay Prior	Louise Townsend
Customer	Colleague	Customer	Community	Colleague
<p>Chandra's exceptional customer service landed her a Be A Star award - she continually receives positive feedback from customers and key stakeholders about her caring and attentive attitude. On top of this, in the 6 months of Change Please Coffee being open, she has contributed to a sales increase of 35% - encouraging a growing number of customers to support the project that tackles local homelessness. <i>"I can always count on Chandra's can-do attitude"</i>.</p>	<p>When an apprentice's mentor left the business, Group Executive Chef Damian recognised his need for support and stepped in to provide mentorship. He dedicated himself to supporting the apprentice, Harry, often putting in additional hours around his day job. Harry achieved a distinction in his EPA, which reflects his hard work but also the support and coaching that Damian provided. Damian is now supporting a second apprentice. <i>"He is passionate about training our future chef talent and is a mentor and role model for the young people in the apprenticeship scheme"</i>.</p>	<p>When a young, shy student first arrived at the Candidate's Mess, Khadija took him under her wing - explaining how things worked in the dining room and always greeting him with a smile and a hug. They created a bond and when he got selected to become an Officer for flying training he went to thank Khadija and presented her with some flowers. <i>"She becomes a mother figure to the youngsters, helping to calm their nerves when she sees 'that look' on their faces"</i>.</p>	<p>Lindsay was nominated for supporting the local community and school initiatives. She worked with the students on the "Snackie Mackie" project, helping them create and develop a new snack. Giving them hints and tips to enhance and improve their ideas, Lindsay then brought the best 5 products to life - creating the recipes and making them available on The Source, so they can be made by other units. <i>"Lindsay was inspirational and the students were thrilled to see the end products"</i>.</p>	<p>Chef Louise was nominated for the support she gives her team - helping set up the new NTEP Menu and ensuring all locations had the information required to deliver it. On top of that, she supports with OurTime and has learnt to navigate the OurTime back office, ensuring this is closed off each week. <i>"Louise's dedication, passion and commitment to her role, her team and to me, makes me feel extremely proud and humble to have her as part of my great team"</i>.</p>
Marcus Devonport	Sarah Hughes	Sarah Stamp	Shona Wells	Valerie Jones
Customer	Colleague	Customer	Customer	Customer
<p>You never imagine that your highly-trained onboard medic becomes a casualty themselves, requiring you to step up and save their life - but that's exactly what happened to ESS Chef Marcus. As the only First Aider onboard when the platform medic became unwell, Marcus had to assume the medic role himself - inserting a cannula, administering drugs and calling for the rescue helicopter. Having also being part of a team who dealt with a non work-related fatality on the platform not long before, Marcus then played a pivotal role in saving the medic's life - supporting the client not once, but twice in these major incidents.</p>	<p>When severe flooding issues in the West of Scotland meant that the unit was on lockdown, many team members were unable to gain access for their shift. Supervisor Sarah's organisation, quick-thinking and team engagement meant she managed to provide food and water to the whole of the site, keeping the dining room open all day with only 2 team members. <i>"I couldn't be happier with my decision to promote her to supervisor"</i>.</p>	<p>Sarah is a great listener to the troops who come into the retail shop - she's always happy to help, with the right amount of banter and she always goes out of her way to speak to individuals and remember details about their lives. <i>"She makes soldiers feel like she isn't just doing her job, but that she genuinely cares about how they are - her contribution to their mental health is to be much-admired. A lovely person and one that deserves recognition"</i>.</p>	<p>Shona is a strong, determined, well-respected and tenacious member of our cleaning team - her performance is both outstanding and inspiring. The sole worker within the medical facility she starts unselfishly early in the morning to ensure that the surgeries are ready for patients. Happy to take on extra responsibilities when colleagues are on holiday or sick, she is respected and admired by her colleagues. <i>"I feel very proud being constantly contacted by the client with such positive feedback about her outstanding work"</i>.</p>	<p>Valerie was commended for her skill for keeping her site in immaculate condition. Always proactive, she keeps on top of the cleaning by effectively communicating with the client to stay ahead of the challenges that rise on a daily basis. A glowing client testimonial includes: <i>"Her work ethic is quite simply outstanding and her flexible and energetic approach to her duties make her a valued member of the team"</i>.</p>

HEALTHCARE & RETAIL

Agnieszka Bilinska Healthcare	Bethany Hudson Retail	Catherine McFarlane Healthcare	Emily Mills Retail	Emma Howis Retail
Colleague	Colleague	Customer	Colleague	Customer
"Agnieszka is an extraordinary person; warm, kind and interesting, with an effective methodology of inducting staff and making positive relationships".	"Kind, patient, reassuring, motivated, funny and intelligent" are just a few words that were used to describe Bethany! They make sure the team feel happy and supported, even giving up their days off to cover colleagues who are struggling with their personal lives, while they themselves have their own personal challenges. All this while hugely improving sales and customer relationships within the cafe.	With her ferocious lust for hard work and enthusiasm in the kitchen, Cathy delivers outstanding food and puts huge smiles on customers' faces. Her soup is famous throughout the business. "No matter how busy, she remains unflustered, calm and calculated - ensuring the end result remains as a gold standard".	Food Service Manager Emily was nominated for her outstanding commitment and drive - going above and beyond to make sure a struggling unit runs efficiently and smoothly. She has recently completed her career pathway and is already keen on taking the journey to complete the next level. "An ambassador to our business and a role model to other managers".	Customer Service Assistant, Emma, has really come into her own recently, and watching her overcome her personal and professional obstacles has been an absolute pleasure to witness. She is a credit to Compass, and has become a vibrant and inspirational colleague. "Her manners, attitude, empathy and hard-working conscientious approach to her role makes her shine and any customer feedback is always complimentary".
Geoff Clay Healthcare	Kelly Green Healthcare	Kimberley Cockings Healthcare	Maxine Flack Healthcare	Shana Stolworthy Healthcare
Colleague	Customer	Colleague	Customer	Customer
"Genuine, trusted and loyal" Geoff stepped up to cover his colleague's shifts, when he was off work for cancer treatment. He came in early and stayed all day, every day - turning his hand to anything. Without his passion for the hospital and supportive attitude, getting the shifts covered would have been near impossible. "He is admired, trusted and adored".	With an excellent work ethic and perfect attendance, Kelly is an exceptional member of the team - but her contributions go beyond work. Through her hobby of crocheting, she has created a culture of kindness and compassion with her 'Random Acts of Crochet Kindness' bringing a smile to many faces. On People with Disabilities Day she crocheted over 50 purple flowers for everyone to wear - a small gesture that meant a lot to the team. "She inspires us to be kinder and more compassionate to those around us".	"Kimberley is a great manager, she always goes above and beyond to support her team and is very approachable and friendly at all times. Even though she is very busy, she is always there to help us in the kitchen and on the ward".	Housekeeping Lead Maxie recently supported a mobilisation of a new supplier, making sure the product range and service was delivered seamlessly for the client. On the day of change she worked tirelessly, exchanging over 10,000 pieces of linen in a 24 hour period and working with passion, humour and a can-do attitude. "A real star".	Shay was nominated for her dedication to department training - working in an organised and diligent manner to plan shifts so that over 100 colleagues have the time to focus on office-based training elements. Her exemplary hard work has resulted in a 100% compliance figure, with no employee due to go out of date with any training in the next 3 months. Thank you, Shay!

IRELAND

Amy Mcnamara	Angela Mckenna	Anthony Mc Loughlin	Brenda Tobin	Caio Cabrerisso
Colleague	Customer	Customer	Customer	Colleague
<p>Amy won for her ongoing determination to raising money and awareness for charity. Most recently, Amy used her own money to make Christmas hampers, which she then raffled, raising €600 for Women's Aid. <i>"An amazing, kind-hearted soul who just loves making other people happy!"</i></p>	<p>Angela won for being an incredibly supportive and positive member of the kitchen team. Always smiling, everyone loves her for her calm demeanour and sense of fairness. <i>"I would really love her to be recognised for all her good work here".</i></p>	<p><i>"We are involved with the National Learning Network programme, where we take students with mild learning disabilities on a rolling 12 week basis and give them social and work experience. Anthony always supports me with the students, which can at times be challenging, and has proved himself to be a role model for the students".</i> On top of this, although the unit's food standard was already very high, Anthony's diligent performance has elevated it even further.</p>	<p>Brenda was nominated for her incredible relationships with customers - going out of her way to ensure they're happy and tweaking the menu to ensure 100% customer satisfaction. Her outgoing personality makes the customers feel at home whilst also upselling at every opportunity! She'll even bake little birthday cakes for her many regulars - nothing is too much trouble.</p>	<p><i>"Very dedicated, passionate and hardworking person - Caio makes sure the unit runs well, goes above and beyond to meet customer satisfaction and stays behind to complete duties."</i></p>
Derren Green	Jessika Moretti	Karen Healy	Kirsty Davidson	Sandra Heneghan
Customer	Customer	Customer	Customer	Customer
<p>Chef de Partie Darren really hit the ground running when he joined the team. He has a great relationship with the customers and places a huge focus on maintaining high standards in all that he does. <i>"His positive attitude and willingness to assist others makes him stand out in the team".</i></p>	<p>Jessika hit the ground running in her role, fast-becoming an asset to the team and bonding with guests and colleagues alike. She covers every corner of the catering services and sees and knows almost every customer in the building, with a kind and natural manner. <i>"We are so lucky to have her and appreciate that she's accepted her given Irish name, Jacinta. This was kindly given by the customers and it seems to have stuck".</i></p>	<p>Karen has had an exceptionally rough year, but despite her struggles at home she arrives to work every day with a smile on her face. <i>"Always eager to work, and with over 30 years experience in catering she can find the solution to any issues which may arise. Kind and compassionate, she's treasured by both clients and staff alike - an absolutely wonderful colleague".</i></p>	<p>Despite only being with Compass a short time, Kirsty has already become a valued member of the team, with her passionate, enthusiastic and dedicated personality. Her customer service is exemplary, with 5 stars on every customer comment card that's been filled in - the clients have even emailed to describe her as a <i>"true inspiration"</i>. <i>"Kirsty is a real asset to Compass, and is valued within the team".</i></p>	<p>Sandra has worked on site for over 20 years and is 'the face' of our restaurant. A true professional, she is instrumental in the training of new team members - standing out as a role model for always encouraging and engaging with the entire team. She knows most people by name and has an excellent reputation for her kindness and professionalism. <i>"She has a great sense of fun and entertainment, which she carries like a light."</i></p>

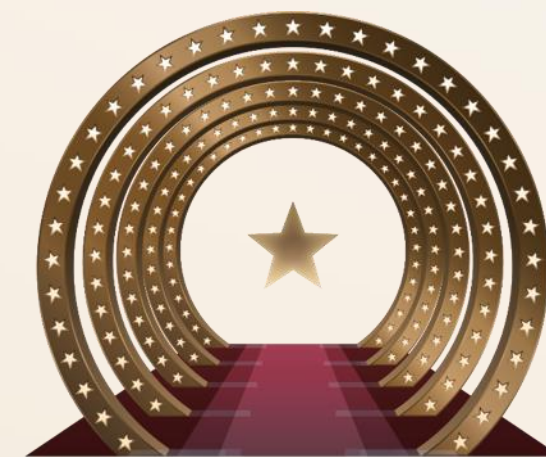
LEVY UK&I

Amy Lloyd	Carly Jordan	Christine Paul	David Mochnej	Ganesh Doorga
Colleague	Customer	Colleague	Customer	Customer
<p>Amy was nominated for her enthusiastic leadership skills. As well as being kind and caring she always helps her team and offers guidance in times of need. Her enthusiasm spreads and she makes people feel happy at work. <i>"A role model to all members of staff - every workforce needs a manager like Amy!"</i></p>	<p>When the C&E Sales Team of 3 became 1 due to redundancies, Event Planner Carly's sheer hard work and determination meant the workload and events were managed seamlessly - demonstrating her expertise, resilience and utmost professionalism. On a personal note, Carly is kind, caring, positive and always supports others. <i>"A real asset!"</i></p>	<p>Christine has been at the heart of the National Theatre for over 25 years - feeding over 500 NT staff each and every day. She always goes the extra mile to support others, despite also having caring responsibilities back at home.</p>	<p>Junior Chef de Partie, David, has made a real difference to the kitchen team, taking charge of functions where the value to the client has been huge, and going the extra mile with enthusiasm. A team player, David will happily pitch in - whether that's helping front of house or setting a table. <i>"I have had many conversations with the client team saying how well David is doing and how passionate he is".</i></p>	<p>Ganesh won our internal Golden Boot Award, receiving the most nominations from both within and outside his departments. He works hard, passionately supporting his team and those around him with a smile. <i>"Ganesh is a natural leader and role model, supporting his team by thinking outside the box and overcoming obstacles - always trying to bring in new initiatives to become more sustainable".</i></p>
John Butterfield	Kyle McGarey	Reena Mistry	Steven Clifford	Vicky Deans
Customer	Customer	Customer	Colleague	Customer
<p>We had the pleasure of John taking care of us during a 5 day Train the Trainer programme for Compass colleagues in Europe and the Middle East. John impressed us immediately as a professional, approachable friendly expert. His level of service was exceptional, often anticipating our requirements before we even knew we wanted them. <i>"To say he exceeded our expectations is an understatement."</i></p>	<p>Kyle has taken Chelsea FC's non-matchday offering to the next level - adopting a hands-on, personal approach to his department while developing a trusted relationship with the client. <i>"A great example of a new and future leader within the culinary team".</i></p>	<p>Reena was nominated for her dedication to delivering outstanding events, with meticulous planning, seamless coordination and flawless execution. Her strategic thinking and innovative approach to client management to upsell a dream have resulted in the acquisition and retention of high-value clients. <i>"It feels like having a cheat-code to a video game - every venue needs a Reena".</i></p>	<p>During bad weather, with snow everywhere, Steven took it upon himself to come in on his day off as he knew some of his colleagues would struggle to cover the breakfast service that day. Aware that the hotel would struggle to operate, he chose to walk a large distance to work in order to avoid any complaints or issues at the hotel. He is always on hand to ensure the hotel continues to operate to the usual standard even when it means putting himself out in order to do so.</p>	<p>Vicky is never one to shy away from a challenge, but this year's many obstacles included recruitment delays, 4 new members of staff who all required training and support, as well as delays in confirming menus. Bubbly, hard-working Vicky took this all her stride, and continued to impress with her passion and commitment. <i>"In what was Vicky's hardest year, she delivered the best results both in terms of gross sales and customer/client feedback. All this with a smaller/less experienced team whilst also supporting the wider Operations team".</i></p>

RA GROUP

Antonietta Ciervo	Attila Gall	Cerys Maguires	Diana Rosu	Hitesh Kumar
Customer	Colleague	Customer	Customer	Customer
<p>When Reception called to report a man was struggling to breathe, Antonietta took control - immediately assessing him, calling an ambulance and following NHS instructions as they waited. She even called his wife; providing directions to the office and organising private parking. The Head of HR for the UK, who was present during the incident, praised Antonietta's exceptional performance - her quick response, calm demeanour and dedication to the well-being of others.</p>	<p>Attila has been dubbed the 'Hero of Regent Street' for his dedication, incredible work ethic and immeasurable kindness. On just one day Attila supported his colleagues through a fire alarm, noticed an unconscious person on the street (calling an ambulance and providing support until they arrived) and then headed back to reception to defuse a very difficult situation with a visitor. <i>"He cares so much about the wellbeing of everyone, including strangers"</i>.</p>	<p>Glowing client feedback earned Cerys her nomination - when two visiting partner school students needed halal food, she went above and beyond to thoroughly research all the requirements for halal, to ensure everything would be suitable. <i>"I just wanted to remark on her exceptional delivery and positive attitude to absolutely everything. We are very lucky to have Cerys on reception, she is a wonderful 'first port of call' for clients and colleagues"</i>.</p>	<p>Diana has earned the title "Queen of Reservations" thanks to her commitment, consistent hard work and unparalleled support of the 50 agencies spread across two buildings. Her talent for accommodating the agencies' most crucial business meetings is nothing short of miraculous. On top of this she's also "Queen of Training", inspiring new team members to consistently exceed expectations. <i>"A thousand nominations would not be enough for me to tell you how great Diana is!"</i></p>	<p>Hitesh was recognised for his remarkable contribution in organising the Diwali festivities. He thoughtfully provided the team with exquisite traditional outfits, demonstrating his unwavering dedication to creating an unforgettable and authentic experience. <i>"His outstanding efforts have showcased his exceptional commitment and remarkable ability to make a difference"</i>.</p>
Lilian Tonon Gambatti	Marina Thireau	Rebecca Herne	Riccardo Sessa	Vaishali Verma
Colleague	Customer	Customer	Customer	Customer
<p>Assistant Finance Manager Lily was nominated for her outstanding work in creating a comprehensive training program for the team. She used her expertise and knowledge to not only design an informative and engaging curriculum but also to deliver it with exceptional professionalism and enthusiasm. Her remarkable contributions have undoubtedly made a significant impact on our team's growth and success.</p>	<p>Marina was nominated for her outstanding contributions, her relentless pursuit of excellence and her unwavering commitment to clients. Joining the team while they were navigating a period of significant growth and change, she rose to the occasion, guiding the team through the transformative process with remarkable leadership. <i>"She embodies the spirit and values that make us an exceptional organization."</i></p>	<p>When a valued client had an emergency at home, and a crucial meeting that he couldn't afford to miss, Becca came to the rescue. The client's son had lost his keys and was locked out of the house - so Becca raced to the nearest key shop to get a new set cut before the meeting started. She then arranged for an UBER to collect the keys and deliver them to the client's son. <i>"Her quick-thinking saved the day!"</i></p>	<p>Riccardo demonstrated remarkable awareness and empathy when he noticed a tenant was in distress - the man had already called himself an ambulance as he suspected he was having a heart attack. Riccardo's quick-thinking, proactive nature kicked in - assessing the situation, informing security and retrieving the defibrillator, all while offering support and reassurance. Once the ambulance arrived, he ensured a smooth transition to medical care. Well done, Riccardo!</p>	<p>Vaishali stepped up when her colleague was on holiday - managing all the events, catering and reception brilliantly. She is not only a great leader to the team, but has also created a really positive work environment, where everyone feels valued and motivated to do their best. She uses her initiative and has contributed innovative ideas and solutions which have greatly benefited our team and the company as a whole. <i>"A valuable asset to our team"</i>.</p>

Thank you for your support!



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