

COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ... COMPLIMENTS ...

In light of the significant number of compliments received by the Service, we will only be including a select few here.

Autumn 2018

Cleaning

Jayne, thanks to members of your team who stepped in to help us unexpectedly, they did a marvellous job of getting us back on track for the wedding ceremony which was due to take place later that morning. **Anita Cund (Civic Support Manager)**

Hi Dawn, Yesterday morning the cleaning team at Midpoint (Tracey & Michelle) came in to the centre to find that we had a burst pipe in the boys toilet. The water had flooded through the boys toilet into the dining room, kitchen/serving area, the area at the bottom of the stairs, the main entrance and the administration office and eventually along the corridor towards the Heads office. Their response was fantastic. When I arrived at 6.20am they had been sweeping the water out of the building for some time. Once we had stemmed the flow of water Tracey and Michelle continued to work alongside myself and the head to ensure that the school was safe and ready for the children when they arrived. They clearly went above and beyond their duties and I would ask that you pass on our sincere thanks for their help and support. I know everyone is quick to ensure you are aware of problems and I think it is important that you are made aware when staff go that extra step to support their centres. They are a great team who clearly have a pride in their work and the work of the centre. Thanks **Peter Rawlinson (Deputy Head of Centre – Midpoint Pupil Referral Unit)**



Mayoral Silver looking resplendent in its rightful place after Cleaning Service's deep clean.

Corporate Landlord Support

We wanted to say a huge thank you to Linda, Charmaine and Kristy for their help in getting the new councillors' access cards produced and to us so speedily. They have all been issued and everyone is really grateful and commented on how quickly they were ready – in time for their first meet and greet

with Keith Ireland and SEB 😊. Regards **Jane and Lynn (Councillor Support Officers)**.

Hi Christina, Many thanks for the prompt work and the site looks great now, again thank you and the team. Kind regards **Clr Zee Russell (Labour Councillor for Ettingshall Ward)**

Facilities Management

Hello Kully, I just wanted to say a 'thank you' to the members of your team on the keepers staff for dealing with a serious issue that a member of my team is currently experiencing. They have acted very professionally and put her safety as a priority. We are always quick to complain but felt that they all definitely deserved a compliment. **Gail Megal (Payments Specialist)**

Catering

Hi Sharon, thank you very much for your support and input in our recent healthy eating week. It was lovely to hear the children talking about the fruit creations that they were trying and to see staff and pupils enthuse about healthy eating. The superheroes went down really well! Thanks again, best wishes, **Sally Billson (Christchurch Infant School)**

Hi Jane. Just a line to say that you can now close the file on mother. She has moved into a care home as of yesterday after a month in hospital. Many thanks to you and your colleagues for excellent service. Please pass my best wishes on to Vicky too - Top operatives in a top operation. Many thanks, **Ken Swan (MoW Customer's Son)**

Hi Tina, Please can I compliment the catering team for responding to a last minute request from CS yesterday to cater for 5 guests from Jersey who were reviewing the Customer Service Transformation Programme. The menu, quality and selection of food and presentation was perfect. The team were exceptionally responsive and helpful. Much appreciated. **Paul O'Rourke (Performance Manager)**