

Meet...The FoodInResidence Team

FoodInResidence (FIR) plays an integral part in the student experience within the University, working alongside the core Residences support services. The FIR catering teams operate within a multi hall site setup, covering both Victoria Park and Fallowfield. This currently consists of nine Halls, all with varying demographics including self service; family service; five day a week and seven day a week operations. These areas deliver an innovative, modern five week menu cycle, promoting freshly prepared, nutritious products, with an emphasis on quality, variety and choice.

This is all executed within hall student populations, varying from 100 up to 350, culminating in an ultimate service delivery of over half a million breakfasts and evening meals, both prepared and served by the team, within the student academic year. This activity is all sense checked by a customer feedback Facebook medium, known as 'Rants, Raves & Craves', which gives the team an opportunity to continually improve the business.

The entire catering experience is enhanced with the provision of formal evening meals, scheduled at the start of the academic year, providing a three to five course culinary plated served dinner experience. There are also special days in the annual calendar, including themed evenings, which include traditional Christmas meals and parties.

Outside of this activity, within vacation time, the team are kept busy delivering hospitality catering services to our conference clients, utilising the halls for meetings and events.

The team also operate a busy retail catering outlet, Source Cafe which is located adjacent to Owens Park reception. This provides a state of the art hub and meeting point for students. Serving a variety of beverages, grab and go items and eat in products, the outlet is open for the students 7 days a week and until 9pm on most weekdays.

All of this could not happen without the continued commitment of all the people carrying out key roles within the FIR business, which includes: the dedicated catering managers; chefs; front of house teams; and Kitchen Porters, who all make it happen every day, day in day out!

The entire FIR team also deliver a robust sustainability policy daily to their students. One of the fundamental partnerships recently formed with the Kindling Trust epitomises our ongoing vision and adds tremendous value to the culinary experience and promotes awareness to the student.

Utilising the 'Manchester Veg People' programme, this organisation provides produce to all our student halls on a daily basis, with fresh organic vegetables from local growers in the North West, which are within a 40 mile radius of the University. This joint venture, along with a number of key initiatives, has contributed highly to our recent attainment of the Soil Association – Bronze Catering Mark. The catering team now have our sights firmly on the achievement of silver accreditation in the near future.

In the pursuit for continued customer satisfaction and to ensure we maximise the student experience



within catered halls, the FIR team embarked on a 'Surprise & Delight', chef's theatre campaign in the spring of 2013. The scheduled programme recommenced in October 2013.

It is a complete pleasure and ultimate

honour to lead such a wonderful team of people, all striving for the same goal - 100% Customer Satisfaction.

Myles Kitchiner
Operations Manager, FoodInResidence

Message from the Director

Dear colleagues

The Christmas break is almost upon us and I'm sure many of you are looking forward to a well earned break, time with friends and family, lots of festive fun, or just time for some peace and relaxation. I know however that some of you will have to work during the Christmas period and we appreciate this very much.

I am very grateful to all of you for your hard work during the course of the year but I know we don't always get the opportunity to say 'thank you' as often as we should and to as many of you as we should,

so in the New Year we are planning some thank you events for Estates & Facilities colleagues. Timing is always difficult as there are many work patterns in the Directorate so we've chosen breakfast events and I do hope as many of you as possible will come along. You should have received details in your Team Brief and they are repeated in Est8 update.

It has been an incredibly busy year with no sign of the pace slackening, and the contribution of each of you is vital to the success of the Directorate and to the University. For the New Year we have lots of actions

coming out of the staff survey and I hope you will contribute to some of the workshops or feedback sessions so we can see how we are doing.

I wish each of you best wishes for a happy and peaceful Christmas and look forward to seeing you refreshed and re-charged in the New Year

Best wishes

Directorate Drop-In Sessions

Directorate Drop-In Sessions have been arranged on a monthly basis to promote 2-way communication within the Directorate. The sessions will be held by Kenny Nolan and provide an opportunity for staff to ask questions, raise issues and provide feedback, as well as receiving updates on future plans resulting from the Staff Survey. Following each session, a summary of the discussions will be circulated to all Estates and Facilities staff.

The first drop-in session was held in October, and two further sessions have been held in November and December. A wide variety of topics were raised, prior to and during the meetings, and responses to each item raised have been communicated to staff via a number of methods.

The 2014 schedule for the Directorate's Drop-In Session is as follows:

Stephanie Marsh,
Secretary, Directors Office

Tuesday 21st January	10.00-11.00	Keepers Room, Whitworth Corridor
Monday 24th February	12.30-1.30	Room Boo4, Council Chamber, Sackville Street Building
Thursday 20th March	9.00-10.00	Keepers Room, Whitworth Corridor
Wednesday 23rd April	1.00-2.00	Keepers Room, Whitworth Corridor
Wednesday 21st May	9.00-10.00	Room Boo4, Council Chamber, Sackville Street Building
Tuesday 24th June	1.00-2.00	Keepers Room, Whitworth Corridor
Monday 21st July	10.00-11.00	Keepers Room, Whitworth Corridor
Thursday 21st August	12.00-1.00	Room Boo4, Council Chamber, Sackville Street Building
Tuesday 23rd September	9.30-10.30	Keepers Room, Whitworth Corridor
Wednesday 22nd October	1.00-2.00	Keepers Room, Whitworth Corridor
Thursday 20th November	11.00-12.00	Room Boo4, Council Chamber, Sackville Street Building
Monday 15th December	12.00-1.00	Ken Kitchen Committee Room, John Owens Building

Staff Survey Working Group - Update

Following the Staff Survey, a Directorate Staff Survey Working Group has been set up, comprising representatives from each Unit. The Group Representatives will act as a spokesperson for their Unit, obtaining feedback on particular issues raised in the Staff Survey, gathering suggestions for how improvements can be made, and informing decisions on actions to take forward.

The initial Group meeting was held in September, and some actions are already underway, including the organisation of regular 'Drop-In Sessions', and promotion of the following links:

Ask the Director

The Directorate has a webpage enabling you to send a question directly to Diana Hampson:

<http://www.estates.manchester.ac.uk/askTheDirector/Default.asp>

Recognising and Rewarding Exceptional Performance Awards

The awards are reviewed annually following the submission of applications early in the year. The Policy can be viewed at the below link, or by contacting HR:

<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=948>

Your feedback and suggestions are key in taking forward the issues raised in the Staff Survey, and you are encouraged to complete the Feedback Forms which will have been circulated by your Unit Representative, and to engage in the Directorate Drop-In Sessions.

Stephanie Marsh
Secretary, Directors Office

Update on Capital Projects



Simon Building – New Lecture Theatres

Three new lecture theatres within the Simon building were successfully handed over at the end of October. The theatres have been formed in the old basement areas and presented some real challenges to the team. Work will continue on the escape staircase and other Simon Building improvement works including new spaces for UMSA and Wellbeing, and the creation of new small teaching rooms.

AV Hill 5th Floor Refurbishment

The refurbishment project to fit out the shelled space on the 5th floor of the A V Hill Building to provide additional lab and offices; and the provision of additional office space and write-up areas on floors 1 to 4 within the building was completed on 22nd November 2013.

Manchester Meeting Place

Manchester Meeting Place is the new name for the University's well-established Staff House Conference Centre (on North Campus).

This great city centre meeting venue has just completed the final phase of its meeting rooms refurbishment with new furnishings and upgraded AV equipment. Following the refurbishment the University wanted to give the building a new name to reflect its main purpose of being a venue that brings people together to hold meetings and events as well as demonstrating the University's commitment to delivering what is expected of a great meeting place in Manchester.

The meeting rooms, which range in capacity from 20 to 90 theatre style, benefit from free wifi access and plentiful natural daylight and we have a professional in-house team to ensure every aspect of an event runs smoothly. All organisers now receive free parking right outside the venue, a dedicated refreshment lounge has also been created called The Hub where delegates can enjoy fresh fruit as well as biscuits at their breaks, and if organisers want to push the boat out we can also upgrade our packages to include breakfast rolls, smoothies or ice cream! The Mumford restaurant on the first floor has relaunched its lunchtime menu to include a choice of hot and cold dishes and desserts.

Jane James
Sales and Marketing Executive Conference Sales Office

Nissan Leaf - Book the PSS Electric Pool Car



PSS staff now have the option to use the electric Nissan Leaf pool car for appropriate business journeys. For full details of the system; including the booking process and form, FAQs and benefits of the Leaf please go to: www.manchester.ac.uk/sustainability/campus/travel/cars

For further details on the Leaf or the trial contact Andrew Hough, Sustainable Travel Planner andrew.j.hough@manchester.ac.uk x50343

Security - Jobs Well Done

2 Oct 13	Attempted Theft of Pedal Cycle, Roscoe Building	2 arrests
30 Sept 13	Attempted Theft of Pedal Cycle, Williamson Building	1 arrest
4 Sept 13	Detained, Schuster Building	1 arrest
1 Aug 13	Offender, Alan Turing	1 arrest
7 July 13	Offender, Garstang House	1 arrest
24 July 13	Offender, Altrincham Terrace	1 arrest
28 June 13	Detained, Bridgeford Street	1 arrest
20 June 13	Theft of Mobile Phone, Bridgeford Street	1 arrest

Many thanks to all security staff (both on the ground and in the control rooms) for their good teamwork and professionalism, their prompt responses and actions help to keep us all safe.

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Stacy Schwarz

Administrator, Security Services

Mystery Shopper - shopping anonymously!



FoodOnCampus and the Chancellors collection are currently undergoing a second mystery shop, to maintain and improve standards across services.

Food outlets across campus will be visited by a number of mystery visitors in order to meet strategic aims and objectives and to evaluate customer service across all the staff /student food outlets. Questions for the mystery shopper cover a number of key aspects of customer service with measureable outcomes, so that teams can take an objective look at customer service processes. Shoppers also complete an assessment form during the visit to the outlet.

This project will highlight any areas where training is required for individuals and teams. The April visits were a great success and already we've seen service levels have improved. Each time the process takes place the teams identify examples of best practice, which is then mirrored across other areas.

The teams are also working hard at improving customer and staff relationships alongside receiving rewards and encouragement for excellent performance. We've a commitment to 'surprising and delighting' our customers, continuously adding value to the customer service experience, improving customer loyalty.

A number of the operational team will work with Chris Lowe, Shopper Anonymous, who will train our teams to disseminate feedback in the most beneficial way alongside advice on implementing positive change. Colleagues will identify key objectives of the business to focus on then we can ensure these objectives are met. Chris Lowe, Shopper Anonymous said: 'The training is aimed at helping the whole team understand why delivering exceptional customer service is important to them personally. It will encourage team members to stand in the shoes of their customers, which will ultimately help them to see how they can improve their own personal service levels.'

Sad News

House Services

Sadly David Barton and John Marshall, Building Attendants, have passed away in recent months. Our thoughts are with their family and friends.

Environmental Services Unit

Phil Sinclair, Campus Cleansing Unit operative, sadly passed away in October 2013 after a long illness.

Phil was well known around campus in his hat, pushing his trolley and on most days he would complete his crosswords on the bench outside the ESU Depot during lunch. He appeared in the photo of the Campus Cleansing Team when they were featured in Est8 Update.

Paul Shaw and Tony Eyres composed the adjacent poem which Paul read out at the funeral, which was attended by a good number of the Environmental Services Unit staff. The staff had a collection and sent a floral tribute, had a plaque commissioned to go on a bench outside the ESU Depot, and the remaining money was donated to Christie Hospital.

Phil now you're gone you will never be forgot

Because are memories we have a lot

Your smiling face you were ever so Jolly

Walking round the Campus pushing your dolly

With every person you would meet

You would tell them about your aching feet

Not a bad word did you ever say

As you pushed your broom up and down all day

Cleaning floors of litter and leave

But you leave us now all to grieve

A true friend sadly laid to rest

No more stories of your idol George Best

Your wit a wisdom of all things United

Telling stories that got you excited

But be it red or be it blue

You will always be CCU

BLOODY MARVELLOUS

Crazy summer Conference Season on Campus

A big thankyou to everyone in Estates and Facilities who helped the Conference and Events teams make it through the busiest summer of conferences we have known, this included the International Congress for the History of Science, Technology and Medicine, where 1700 delegates attended a week long conference.

Although the dust may now have well and truly settled on this crazy summer conference season, the teams are already working on the 2014 conferences which include the NWUPC's annual conference, the Royal Economics Society, the British Geriatrics Society and AUA.

Jane James

Sales and Marketing Executive, Conference and Venues

New Starters, Staff Moves and Retirements

Faculty Estates Team (FLS/FMHS)

Chris McGreavy, Faculty Estates Operations Officer, joined the University to take up his new appointment on 25th November 2013.

House Services

House Services would like to welcome all the new staff from Aspire who have started over the past number of months.

Professional Services Unit

Tony Meadowcroft, Project Mechanical Inspector, joined the University to take up his new appointment at the end of July 2013.

Leavers

Faculty Estates Team (FLS/FMHS)

Arthur Nicholas, Faculty Estates Officer, will leave the Faculty of Estates Team (FLS/FMHS) at the end of December to take up a role within Health and Safety Services. Arthur has been a valuable member of the team, bringing a vast knowledge of laboratory practice and a Faculty perspective. He has also devoted much time to working closely with the Sustainability Team. His friends and colleagues wish him every success in his new role.

Retirements

House Services

During September the following House Services staff retired and their friends and colleagues wish them all the best:

Tony Allcock

Edith Tomlinson

Brendan Maguire

Security Services

Alan Brandreth, Security Officer, retired from the University at the end of November and Stephen Frith, Security Supervisor retires from the University at the end of December 2013.

Congratulations

Congratulations to Damian Oatway, Assistant Mechanical and Energy Engineer, PSU, who is now very happily married to Berlinda. Their wedding took place on Sunday 21st July, at the Saddleworth Hotel where they had an 'intimate' do for 200, which Damian says was a fantastic day. They spent their honeymoon on a cruise around the Eastern Mediterranean and had a very enjoyable time apart from the first few days when Damian was confined to their cabin with suspected food poisoning. Damian's colleagues wish him and Berlinda a very happy future together.

It's a Girl(s)!!

Many congratulations to Hannah Quirk, Conference Sales Assistant, and her husband Jonny who became the proud parents of their beautiful daughter Cleo Iris, born on the 6th September. Catherine Burke, Sales Manager at Chancellors Hotel, and her family are also celebrating the arrival of their third child, daughter Aoife, born on the 23rd July.



Manchester to Blackpool Midnight Bike Ride



I took part in the Manchester to Blackpool Midnight Bike Ride on Saturday 28th September, along with 8 friends, know as 'Team Pedal Power to the Tower!' We left the Trafford Centre at midnight, well about half an hour later as there were over 1000 other participants all eager to cross the start line, to cycle the 52 miles to Blackpool Tower.

I put a few weeks of training in before the bike ride (which definitely wasn't enough) as I knew that it was

going to be a challenge, but knowing that I was doing it for sponsorship to raise funds for the British Heart Foundation, which is a charity close to me as both my dad and granddad have suffered heart attacks, was all the motivation I needed.

Myself and my fellow team members all crossed the finish line together (eventually) in 5 hrs 45 mins – not the best of times, which was entirely down to me as I incurred a knee injury a third of the way in which held

my team back, but in true team spirit they stuck with me and wouldn't cross the finish line without me.

In total our team raised £1,285.72, which was incredible, so thanks once again to all those who sponsored me. It was definitely the hardest thing I've ever done but with a bit more training I might be tempted to do it again (in a few years time)!

Emma Lloyd

Est8 Update Editor, Director's Office

Making a Difference



You may have seen from Twitter, the President's Weekly Message or some prominent installations of circles around campus that a social responsibility engagement campaign has recently been launched.

The campaign aims to encourage colleagues to share some brief words or weblinks they may have about the many and different positive contributions being made to society through research, teaching and support work. Our story has featured on this through our work to reduce waste sent to landfill, raising money for charity in the process.

We know there will be some great stories to communicate about the impact members of Estates and Facilities are having on society and we would kindly like to encourage you to spend a few minutes and share this with others by visiting www.makeadifferencemcr.tumblr.com and following the simple instructions.

Lynn Fleming and Stephanie Marsh



Peter Ball-Foster, House Services

Peter Ball-Foster works as a Deputy Building Superintendent, House Services; a job which he has done now for 6 years.

During his spare time Peter has undertaken many roles over the years. For example until recently, he was a School Governor at Oakfield Primary School in Hyde; a job he had done for over a decade. Having decided to retire to make way for new blood and fresh ideas, Peter was very proud and pleased to be presented with a Certificate of Appreciation and a small gift by the Chair of the District Assembly, Counsellor Philip Fitzpatrick, on behalf of Tameside Metropolitan Borough. Heather Farrow, Head Teacher at Oakfield Primary School and Peter's wife, Jennie, were amongst those present.

As well as the role of School Governor, Peter has also worked on many other projects within his local community. Since moving to Hyde, he has worked as a voluntary Tenant Director of New Charter Housing Trust; a job he did for five years. He has been a member of the PCC of St Thomas's Church for eleven years and for a brief time also acted as Churchwarden at the same Church. Until this year he was a member of the Deanery Synod in Mottram, and was also a member of the Diocesan Synod of Chester. His talents knowing no bounds, for a number of years he even ran as a candidate for Liberal Democrats in numerous council and national elections.

Going further back in time, in 1973 he was awarded the Guilt Cross for Gallantry by the Scout Association in recognition of saving a boy from drowning on Boscombe promenade in his home town of Bournemouth.

The Directorate's Fundraising Activities for Children in Need



Pudsey's Patisserie – Record Sales!

Pudsey's Patisserie returned to the Director's Office on Friday 15th November to help raise money for Children in Need. The team of Pudsey Bakers worked very hard to put on a wonderful variety of sweet and savoury cakes, bakes and treats.

We had another record year, raising £540 for Children in Need, smashing last year's total of £471.50, but we couldn't have done it without the help and support of colleagues from across the Directorate!

The winners of the raffle prizes and sweepstake were:

Sancerre Wine – Steve Valentine

Homemade Christmas Cake – George Whalley

Quality Street Chocolates – Stacy Schwarz

Merlot Rose Wine – Eric Crompton

3 loaves of Homemade bread – Phil Royle

3 loaves of Homemade bread – Tomasz Rygielski

Sweets – Matt Cawley

Cakes – Kenny Nolan

Shopping Bag – Emma Gardner

Sweepstake 1 – Alex Keeler

Sweepstake 2 – Steve Valentine

Thanks once again and we hope to see you again next year!

FoodOnCampus

All FoodonCampus outlets sold special 'Pudsey' bear biscuits and 20p from each sale was donated to Children in Need.

Christies Bistro

The team from Christie's Bistro held a coffee morning on Friday 15th November, between 9am - 11.30am, selling a range of tasty cakes and other treats and they raised £284.04 from their coffee morning.



The Wood Street Mission - MSU Charity Collection

The Maintenance Services Unit arranged a central collection point for any staff members who wished to contribute new toys, new books and food to the Wood Street Mission's Charity and it proved to be another huge success. The contributions have been transported to The Wood Street Mission's Head Office and will provide unfortunate families with food hampers and presents for their children at Christmas time.

A massive thank you goes to the MSU staff, and to those staff from other Units within the Directorate, who contributed to the collection.

Celia Burton

Administrator, Maintenance Services Unit



Denmark Road Building: Centenary Year



The Denmark Road Building, which is home to the Maintenance Services Unit, celebrates its centenary this year, and was once the home of The Rivoli Picture House.

The Rivoli Picture House opened in 1914. It had 1,100 seats, a stage and three dressing rooms for the performances which were held there. The foyer had a lovely carpet and polished brass and was always full of adverts for forthcoming attractions.



As you entered the picture house there was an old lady who sat just inside the entrance. You gave her your ticket and she tore it in two, gave half back to you and threaded the stub on a needle and thread.

During the war it was frequented by American soldiers, whose supply of sweets, chocolate and chewing gum, made youngsters trips to the Rivoli all the more enjoyable.

The location close to the University with its hundreds of students ensured the Rivoli soon became a popular venue. For a brief period in the 1920's it became a dance hall, reverting to being a picture house again in 1929.



The Rivoli survived as a picture house until the early 1960's when, in common with much of the area, it was among a number of properties transferred to the University, closing on 5th March 1960.

Celia Burton

Administrator, Maintenance Services Unit

Keep It On Campus Day



UNIVERSITY VENUES INTRODUCTION DAY



Thursday 9th January 2014

9.15am – 3.00pm

The Conferences and Venues team are running another Keep It On Campus day on Thursday 9th January 2014 giving anyone involved with booking meetings, away days and training, the opportunity to take a look around the University's

venues as well as sample our catering offer and meet the team. If you would like to come along, please contact the Conference Sales Office on x 64100 or email conference@manchester.ac.uk

Wedding Brochure for Chancellors



Calling all brides and grooms to be - Chancellors Hotel has now launched a wedding brochure and put together some exciting wedding packages at the hotel and a range of other historic University venues,

including Whitworth Hall, Christie's Bistro and Café Muse at the Manchester Museum.

To request a brochure or for further information, please email chancellors-conf@manchester.ac.uk

PEACH MELBEAR (4.4%) (Beartown Brewery, Congelton)

Every once in a while, you stumble across something so spectacular that you've never experienced such joy before. It could be a type of food, it could be a place, an event or even a person, whatever it is it's always memorable and wondrous, it captures the imagination, and exceeds your expectations on the grandest scale. They can be life changing. Rare experiences such as these only exist in their own special category and they usually stay with you for life. Well, allow me to introduce you to Beartown's Peach Melbear which can now be quantified as one of those 'rare experiences'.

Everyone knows that fruit and beer are a marriage made in heaven, but rarely are they beautifully balanced to the extent that you don't even realise you're drinking beer. Beartown's Peach Melbear is so well finished, so well balanced and delicious that I literally couldn't stop drinking it.

Incredible on the nose and heavy with fruit from the first taste, but somehow delicate and mellow like a peach. Bitter, not bitter sweet and not hoppy at all, yet the fruit keeps the beer fresh, interesting and more-ish beyond belief. To be honest, words can't really describe how good this so I'll leave it there and recommend, in the strongest terms possible, that you get quaffing right quick before I drink it all. RA.

Appearance	8	Technique	10
Aroma	10	Temperature	8
Atmosphere	8	Value	7
Flavour	10	Venue	9
Location	7	Viscosity	8

Verdict

Absolute supreme quality. Fruit and beer are a match made in heaven and you'd be hard-pushed to find a finer pint than this anywhere.

85% Jesus wept ... and so did I

BREWING ONE UP



Directorate Thank You Events

As mentioned in this month's Team Brief, the Directorate is very aware of the considerable effort put in by very many colleagues over the course of the past year and we would like to say thank you by holding two informal breakfast buffets in order to allow as many staff to attend as possible. The breakfast buffets will be held in the Whitworth Hall on Tuesday 7th and Thursday 9th January, both between 8.45-10.45am, and include bingo and a quiz with prizes to be won.

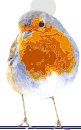
The events will be held as staff 'dress down' days, however any members of staff who are required to wear their uniforms for health and safety or for public visibility reasons are asked to bring a change of clothing for resuming their working day following the events.

The deadline for registering attendance at one of the breakfast buffets was Friday 13th December, however there will be a limited number of places held back for those who were unable to respond by the deadline due to annual leave etc, which will be on a first come first served basis, please contact Emma or Steph as soon as possible at: Emma.L.Lloyd@manchester.ac.uk / Stephanie.Marsh@manchester.ac.uk or call: 52255/52283.

Best wishes

Diana Hampson

Director of Estates and Facilities



Christmas and New Year Closure Dates

This year's Christmas and New Year Bank Holidays closure days will be as follows:

- **Tuesday 24 December - Closure day**
- **Wednesday 25 December - Christmas Day, Bank Holiday**
- **Thursday 26 December - Boxing Day, Bank Holiday**
- **Friday 27 December - Closure day**
- **Monday 30th December - Closure day**
- **Tuesday 31st December - Closure day**
- **Wednesday 1 January 2014 - New Year's Day, Bank Holiday**

Monday 23rd December will be a full working day with buildings and services operating as normal and all staff are expected to work their regular agreed hours.

Festive Fun

Christmas Quiz

After the opening of presents, visiting family and friends, having Christmas lunch and the essential afternoon snooze, why not partake in a Christmas quiz with your family and friends. Here are a few quiz questions submitted by Janet Shippen and Brian Moss, Environmental Services Unit (answers are upside down following the questions):

1. **Which King made the first Royal radio broadcast to the Nation?**
2. **Brussel sprouts got their name because?**
3. **Who sang 'I Believe in Father Christmas' and got to number two in the 1975 charts?**
4. **On Christmas Day in 1987, which character left Coronation Street?**
5. **Which direction should Christmas pudding mixture be stirred for good luck?**
6. **Who wrote the much loved story 'The Snowman'?**
7. **On which day of Christmas did my true love first send some 'Maids-a-Milking'?**
8. **Which English monarch was affectionately known as the "Pudding King" because he requested plum pudding for his first Christmas dinner in England?**
9. **What traditional Christmas plant has the Latin name Euphorbia Pulcherrima?**
10. **What should be eaten on each of the twelve days of Christmas to ensure good luck for the year ahead?**

Answers (upside down)

George V
They were popular in Belgium
Raymond Briggs
Eight
George
Poinsettia
A mince pie
Clockwise
Greg Lake
Hilda Ogden
Jane James



Christmas Switch Off



Just as you are looking forward to going home and taking a break for the Christmas holidays, make sure all of your electrical equipment* gets a break too:

1. **Switch off your PCs and laptops (monitors, printers, scanners, speakers, peripherals)**
2. **Switch the plugs off**
3. **Make sure you turn off what you can't unplug**
4. **Switch off all lights and fairy lights**
5. **Close all windows and blinds around the building**

Other appliances besides PCs and laptops continue to use energy when they are plugged in and switched on at the wall socket, including:

- **Phone, tablets, battery chargers**
- **Kitchen equipment (kettles, coffee makers, dishwashers, microwaves)**
- **Water coolers**
- **Boilers, (portable) heaters, air cons and extract fans**
- **Laboratory equipment (ONLY BY APPROVED LABORATORY TECHNICIANS)**

PLEASE DO NOT TURN OFF (if you are not sure, seek further advice):

- **Fax machines**
- **Fridges/freezers (unless empty)**
- **Experiments**
- **Servers**
- **Safety/monitoring equipment**



If you have any queries for the Environmental Sustainability team:

est@manchester.ac.uk or Tel 57686 / visit Sustainability / follow @ThinkSustUoM

We Want To Hear Your Stories!

Est8 Update would very much welcome the opportunity to hear from colleagues within the Directorate about anything that you are particularly proud to have achieved or have been involved in, charitable events you are taking part in/have taken part in or about any interesting hobbies/past times that you may have.

Est8 Update is YOUR newsletter so send your stories, news, suggestions and any comments to:

est8update@manchester.ac.uk

Alternatively, contact the Editorial Team member within your area:

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