

# Est8Update

Autumn 2011

## Meet... The Hotel & Conference Services Team



The Hotel & Conference Services Team are responsible for selling and delivering conferences and events across The University with a turnover of £5m. The team is managed by Ken Kerr, General Manager. The role of the Sales Team, headed up by Sarah Evans, is to generate business by dealing with initial enquiries, negotiating with prospective clients and preparing detailed bids for large international events. They also attend major conference industry exhibitions and have a dedicated conference website ([www.meeting.co.uk](http://www.meeting.co.uk)) to help promote and market the University's conference and meeting facilities working closely with Layton Quinton, Marketing Manager. Venues include Staff House Conference Centre, Renold Building, University Place, Whitworth Building and Christie's Bistro, the halls of residence on Victoria Park and Fallowfield Campuses, plus Chancellors Hotel & Conference Centre.

The role of the Events Team, headed up by Jane Pinder, is to organise and manage conferences and meetings across all campuses. Liaising directly with the clients leading up to and during their conference is a challenging role which involves a huge amount of detailed planning from all of the Event Co-ordinators. Making an event successful is a real team effort and the Events Team rely on help and support from other colleagues within Estates & Facilities. "Having support from all areas makes a huge difference," says Jane. "Knowing that staff from other departments like Catering, House Services and the Media Centre are there to support us, and are also interested in making an event successful is really important to us".

(cont)

## Meet... The Catering Team



The Catering Team are responsible for the provision of food and drink across the University. The Team is made up of four areas: FoodOnCampus; FoodInResidence; TasteManchester and URBars, all of whom work very closely together to ensure the catering needs of staff, students and visitors to the University are met. FoodOnCampus, headed up by Jonathan Minshull, Group Catering Manager and Martin Smith our Executive Chef, has 28 outlets across campus ranging from small coffee shops to EATS Restaurant which seats 450. 80% of the food served in these outlets is made at a central production unit on campus by a team of experienced chefs and delivered to the outlets daily. FoodOnCampus also manage the vending machines across campus and the University Gift Shop.

FoodInResidence, lead by Damian Barker, Group Catering Manager is responsible for the restaurants within the catered halls, serving two meals a day, in some cases seven days a week to 2,435 students. TasteManchester is the University's delivered hospitality service, delivering and serving refreshments, snacks, lunches, buffets, dinners and much more to any location around campus and Manchester City Centre. TasteManchester cater for some of the University's high profile events including President's dinners held at the John Rylands Library on Deansgate and Graduation in July and December. They also work closely with the Conferencing Team to cater for those attending conferences and events at the University.

(cont)

## Message From The Director

When I wrote my last message for Est8 Update we were looking forward to a fairly hectic summer of work and events and I'm pleased to say that pretty well all were very successful. As a thank you for this, and all the other excellent work that goes on throughout the year, the Directorate has organised a thank you buffet and drinks reception on the afternoon of 10th November and I very much hope as many of you as possible will come along. There is no charge but admission will be by ticket which can be obtained from Emma or Steph.

Welcome Week was a great success and it was really good to see many Estates and Facilities staff wearing the 'Ask Me' badges. I am sure that many new students were helped during the course of the fortnight and maybe next year even more of you will take part.

You will notice elsewhere in Est8 Update that The Directorate is once again supporting Children in Need, and Pudsey's Patisserie will return for one day only on Friday 18th November. Feel free to drop in to the 3rd Floor of the Beyer Building to sample some delicious baking.

Best wishes



Chancellors Hotel and Conference Centre is the University's 3 star hotel which is located in Fallowfield and sits in beautiful landscaped gardens. The hotel hosts conferences, away days, weddings, special events and dinners plus overnight guests who are visiting Manchester for business or pleasure. Eric Smith, Hotel Operations Manager, leads a team of Departmental Managers who ensure the smooth running of the business. There is a team of approximately 70 staff that work both full and part time to provide the services offered on a daily basis. Christie's Bistro is part of the Chancellors operation which is managed by Adam Woof, and is proving to be a popular haven for staff and visitors to the University ([www.chancellorshotel.co.uk/](http://www.chancellorshotel.co.uk/)).

Led by Janet Adnams, the ConferCare Team provide a delegate registration and event management service that contributes to the smooth running of a conference. There are many academics here at the University who have been helped by the ConferCare service, which includes designing online registration forms, delegate registration, invoicing, booking accommodation, abstract submission, website development, arranging transport to off-site events, workshop and social event bookings, managing the venue, exhibition planning ..... and the list goes on. For members of University staff who need to travel round the country and overseas, ConferCare operates a hotel booking agency and assists with thousands of hotel reservations each year ([www.confercare.co.uk](http://www.confercare.co.uk)).

**Ken Kerr**

*General Manager – Hotel and Conference Services*

URBars have 7 bars across campus all located within the student residences. Emma Barlow, Group Bars Manager, ensures that URBars offer the students a safe, convenient and friendly environment to meet up. They are often the hub of the hall community and play a vital role in hall life. The Catering Team are managed by Alison Aucott who is supported by a team of 220 people. "My team in University Catering will meet virtually every person who studies or works here at the University, from staff and students that use our cafe's and restaurants, those who grab a chocolate bar from a vending machine, have a Fairtrade coffee at a meeting, buy branded goods for their department, students who buy their "cheeky vimto" in one of our bars or dine in our catered halls. We try to do this without any funding from the University which is tough in these difficult times.

We believe passionately that we support the Manchester Student Experience and that all our customers whether they are students, staff, visitors or conference guests deserve the best service, great food and value for money we can provide. Having great food and Fairtrade coffee will not make our student's grades better (although some would suggest students in catered halls are more settled into student life) or directly impact on where Manchester sits in the league tables, but it certainly makes all their time at the University a much more pleasant experience. A professionally run, efficient catering department with a reputation for excellence will support the Advancing Manchester 2015 strategy."

**Alison Aucott**

*General Manager – University Catering*

## Manchester Tourism Awards 2011



University Place was shortlisted for the Business Tourism Award as part of the Manchester Tourism Awards 2011 which was held on 23rd September. The awards recognise the economic contribution venues, attractions and accommodation bring to the region.

**Conference Services Team**

## University Wins Vegetarian Society Award



*Alison Aucott, Alex Clark, Vegetarian Society Award representative, Trevor Humphreys and Katie Thorp*

The Catering Team have been awarded the Local Hero Award from the Vegetarian Society for all the hard work they put into promoting Vegetarian Week 2011 to staff and students across the University.

**Katie Thorp**

*Marketing Officer, FoodOnCampus*

## Welcome Week

The University held its annual Start of Year Fair on 20th and 21st September during Welcome Week. As usual, Estates was represented with the Environment Team, the Graphics Support Workshop and the Crime Reduction Team all having stalls.

The Environment Team were busy trying to encourage students to sign-up to the Student Sustainability Forum, the student group that works with the University to reduce our environmental impact. Everyone who joined was given a memory stick made from recycled materials with a Student Guide to Sustainability on and were entered into a prize draw to win prizes ranging from bus passes to iPods. Our hard work paid off as we managed to get over 1000 students to sign-up, more than double the number we had last year. Students were also making pledges to reduce their carbon footprint which were joined together to make a giant CO<sub>2</sub> from green feet. Thank you to everyone who helped out so enthusiastically!

**Lucy Millard**

*Environmental and Sustainability Officer, PSU*



*Dan Wand and Peter Blore - Graphic Support Workshop*



*The Environmental and Sustainability Team*



*Ian Halliwell - Crime Reduction Office, Security Services*

## Michael Smith BBQ – A Team Effort

The House Services staff within the Smith Building work closely with colleagues from the Faculty of Life Sciences team. So when the Faculty hold special events such as their summer BBQ or Graduation, House Services staff are involved with every aspect of the event, from the removal of furniture that is not required, to bringing in the BBQs, setting up the stage and putting up any decorations.

Every member of staff within the Smith building was involved in some way or another with this year's summer BBQ as it is a large undertaking. House Services staff volunteered to work on the event and it was again a great success.

This year the theme was the 'Wild West' and staff dressed accordingly (you might recognise the 'saloon girl' in the photo). The Vice-President and Dean, Professor Martin Humphries, gave thanks to all the staff who worked so hard to make the event a success and gave special thanks to the House Services Team.



*Andy Tipping (Acting Superintendent), Pat Atkinson (Deputy Superintendent), James Sullivan (Building Attendant), Patrick Shields (Building Attendant), Matthew Ball-Foster (Building Attendant), Rudi Chewin (Building Attendant).*

## Security - Jobs Well Done

18 Aug 11 Theft of Pedal Cycle, Chemistry Building – 1 arrest  
 16 Aug 11 Shoplifting, Oxford Road – 2 arrests  
 16 Aug 11 Going Equipped Offences, Oxford Road – 2 arrests  
 15 Aug 11 Harassment, JRUL – 1 arrest  
 10 Aug 11 Detention of a Wanted Person, Oxford Road – 1 arrest  
 8 Aug 11 Attempted Theft of Pedal Cycle, Altrincham Terrace – 1 arrest  
 2 Aug 11 Attempted Burglary, St James C of E School – 2 arrests  
 1 Aug 11 Public Order Offences, South Car Park – 1 arrest  
 1 Aug 11 Theft of Pedal Cycle, Booth Street MSCP – 1 arrest  
 31 Jul 11 Theft from a Person, Academy – 1 arrest  
 29 Jul 11 Theft of Pedal Cycle, Bridgeford Street – 1 arrest  
 28 Jul 11 Theft from a Person, Charles Street MSCP – 1 arrest  
 28 Jul 11 Attempted Theft, Charles Street – 1 arrest  
 27 Jul 11 Attempted Theft of Pedal Cycle, Bridgeford Street – 3 arrests  
 27 Jul 11 Theft of Pedal Cycle, Granby Row – 1 arrest

16 Jul 11 Suspicious Person, South West Car Park – 1 arrest  
 16 Jul 11 Going Equipped Offences, Oxford Road – 1 arrest  
 16 Jul 11 Possession of Drugs, Charles Street MSCP – 1 arrest  
 10 Jul 11 Theft of Pedal Cycle, Chemistry Building – 1 arrest  
 10 Jul 11 Drunk & Disorderly, JRUL Deansgate – 1 arrest  
 9 Jul 11 Public Order Offence, Oxford Road – 1 arrest  
 8 Jul 11 Criminal Damage, Booth Street West – 1 arrest  
 7 Jul 11 Theft of Pedal Cycle, Granby Row – 2 arrests

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.

**Diane Martindale**  
*Administrator, Security Services*

## University Donates Furniture to Oxfam



The University recently donated a large amount of office furniture to Oxfam after their main clothing warehouse was destroyed by fire. The University works closely with Oxfam as part of the student end of year re-use scheme "Give it...Don't bin it" run by The Directorate of Student Experience.

Oxfam also provide and service a number of clothing banks across the main campus and various residential campuses and were one of the partners in the bra recycling campaign that the University ran as part of the Manchester Leadership Programme towards the end of 2010.

The main premises in Huddersfield that Oxfam used for sorting of donations from the University was completely destroyed by fire last April, but fortunately no one was injured. Offers of support poured in and Oxfam are now back to work in a surviving warehouse making good use of office furniture donated by the University (shown pictured).

**Simon Atkinson**  
Waste Co-ordinator, PSU

## Additional Recycling Bins



Over the summer break the University has installed around 30 more external recycling bins across the main campus. Additional recycling bins were also installed by Manchester City Council in Brunswick Gardens as part of the pavement improvement works along Oxford Road. Further recycling bins are also being installed in the public realm areas of the ongoing Learning Commons development around the front of the main library, off Burlington Street, and off Lime Grove

Wherever possible, traditional litter bins have been removed across the campus and replaced by the recycling bins which are designed to encourage users to segregate their waste to maximise the amount that can be recycled. The University now has over 130 of these recycling bins across the main and north campus.

**Simon Atkinson**  
Waste Co-ordinator, PSU

## Green Impact



*Simon Atkinson collecting PSU bronze award from Prof. Dame Nancy Rothwell*

July saw the end of the Green Impact scheme for the 2010/11 academic year and this was marked with an awards ceremony and lunch for teams that had taken part. Simon Atkinson collected a bronze award on behalf of the Professional Services Unit during a ceremony led by President and Vice-Chancellor, Prof. Dame Nancy Rothwell. The scheme is now open for the new academic year and we are looking for more teams to get involved.

Green Impact is a national department environmental accreditation scheme where staff follow a workbook to help create a more sustainable workplace. Each criteria is simple, clear and easy to implement and you will be fully supported by the national Green

Impact scheme as well as the University's Environment Team. At the end of the year, you will be presented with a trophy and invited to lunch with senior members of staff to say thank you for your efforts. Green Impact brings together a number of strands that Estates lead on and is crucial to help us meet our carbon reduction targets. If you would like to get involved and support your colleagues or want to chat about the scheme further then please contact [lucy.millard@manchester.ac.uk](mailto:lucy.millard@manchester.ac.uk)

**Lucy Millard**  
Environmental and Sustainability Officer, PSU

## The Launch of New Website for the 147 Oxford Road Link



I'm sure you are aware of the University funded Oxford Road Link shuttle bus. Well it now has its very own website at: [www.route147.co.uk](http://www.route147.co.uk).

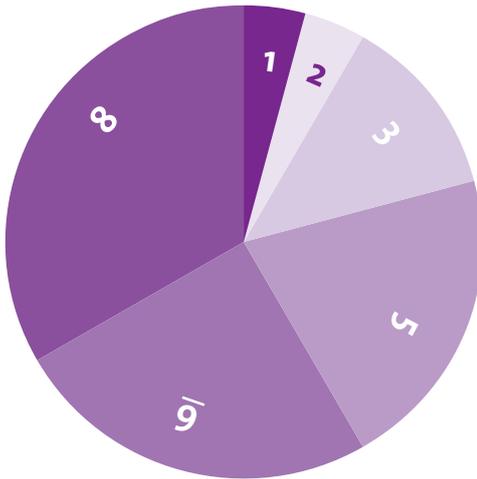
This is a great development as it is a one stop for all information on the service, with maps, route information, ticketing information, service updates and related links. It's also linked to Facebook and Twitter!! The website can be sent out as a link to visitors and colleagues and placed

on internal travel web pages, reducing the need to update information. All 4 buses on the route are state of the art hybrid buses, running in electric mode at low speeds and automatically switching off when stationary. This has the effect of reducing emissions by around 35%.

**Andrew Hough**  
Sustainable Travel Planner, Environmental Team, PSU

## Annual Accident Statistics

Type of accident: April - June 2011



- Contact with a moving vehicle
- Contact with a moving object
- Hit by something fixed or stationary object
- Injured whilst handling, lifting or carrying
- Tripped, slipped or fell on the same level
- Violence/Assault

The accident statistics for the period April – June 2011 give the total number of accidents reported as 24. This is very slightly down on the same period last year, but consistently within the mid twenties band of the previous three years.

Again, slips and trips and manual handling related accidents come out on top, and the staff groups reporting the majority of these again coming from House Services and Security.

We ensure that regular training covers the hazards of lifting, and the root causes of slips and trips, but you need to constantly remind yourself when lifting anything, even the usual things like bags of shopping, that bad technique, or lifting beyond your capability (even for a split second) can result in serious injury. Please be forever diligent in reminding yourself and colleagues about the LITE factors (Load Individual Task and Environment) in our day to day activities, and never be afraid to say “stop”.

**Dave Massey**  
Estates and Facilities Health & Safety Officer

## The Vimto Monument Returns



After months of restoration, the famous Vimto monument has returned to its home on Granby Row, which was the site of the factory where Vimto was first created by John Nichols in 1908.

The monument was given a much needed re-vamp by Nick Lumb of Acorn Furniture, Wrexham.

## Veg People Hit Oxford Road



FoodOnCampus are members of Manchester Veg People, a cooperative made up of growers and buyers of fruit and vegetables in the Manchester area. Being part of this cooperative means FoodOnCampus are able to serve fruit and vegetables across campus that are:

**Locally sourced and in season reducing our carbon footprint**

**Fairtrade as the grower gets a fair price for their produce**

**Fresh, organic and excellent quality**

To promote the partnership FoodOnCampus sent some vegetables onto Oxford Road during Welcome Week to let staff and students sample the quality of the produce for themselves and the feedback was fantastic.

**Katie Thorp**  
Marketing Officer, FoodOnCampus

## FoodOnCampus

### New Look

The summer saw a couple of the FoodOnCampus outlets get a new look for the start of term. The Café on the first floor of the Stopford Building had a full refurbishment and looks amazing. Café Arts located within the Martin Harris Centre has become an Eros Café and is also licensed to support events within the centre and the Café in University Place has introduced an express counter and a whole range of exciting new products including a fish, chip and mushy pea pasty.

**Katie Thorp**  
Marketing Officer, FoodOnCampus

## Welcome to Andrew Hough

Hi there, I'm Andrew Hough and I started as the Sustainable Travel Planner in mid August and am based within the Environment Team, PSU, on the ground floor of the Beyer Building.

Some of you may remember me from my 4 years as the Travel Plan Co-ordinator for the Oxford Road partners, where I worked 2.5 days a week for the University. Essentially I have gone from part time to full time and now have University contact details (an issue of much confusion previously!). In short, my role is to increase sustainable travel levels amongst staff & students in line with the University's Travel Plan and Carbon Management Plan. This relates to both the commuter journey and business travel, with measures and initiatives to encourage public transport use, cycling, car sharing and video conferencing.

I am fully aware that travel is a subject that brings out strong emotions, which has both pros and cons in terms of my work! I suppose I see that part of my role is to encourage people to take a step back and look at their options – like all sustainability issues in general, behaviour change is key. In terms of the commuter journey, we have had good success over the last decade and I intend to support further progress across all elements of travel, especially as travel becomes part of our carbon footprint and gets reported across the sector. For more information on sustainable travel at the University visit <http://www.sustainability.manchester.ac.uk/campus/travel>



## Sad News

It is with great sadness that we announce the passing away of Bernard Kerrigan, Maintenance Services Shift Plant Operator who started at the University in November 1980 and retired in June 2010. Bernard's funeral took place on the 7th September 2011 at Blackley Crematorium and was attended by many of Bernard's friends and old work colleagues, Bernard will be sadly missed.

**Michelle McClure**  
Administrator, MSU

## New Starters, Retirements and Leavers

### New Starters

**Security Services**  
Matthew Cauchie – 28th May 2011  
Lee Wood – 2nd August 2011  
Simon Raistrick – 2nd August 2011  
Lee Marsden – 2nd August 2011  
Joel Dowe – 17th August 2011

### Retirements

**Security Services**  
John F Simpson (Supervisor) – 31st July 2011  
David Nugent (Patrol Officer) – 7th August 2011

### Leavers

**Professional Services Unit**  
Louis Hynes, Drawing Co-ordinator

**Design Services Unit**  
David Hillier

## Congratulations



### Wedding Congratulations

Congratulations to Paul Davis, Electrician within the Maintenance Services Unit, who married his long term partner of 12 years, Janine Yasmin Rakha. Paul and Janine married on the 9th September at St. Marys Parish Church, Radcliffe. Their day turned out to be lovely and sunny and full of fun, their wedding reception took place at Red Hall, Eden Field where Paul's best man (who is Paul's best friend from his school years) was reduced to tears after being given a signed Oasis song sheets and CD's to Live Forever from Paul and Janine as a gift. The large wedding party continued their celebrations the following day by attending the Chester Horse Races and Paul and Janine's wedding celebrations continued when they honeymooned in Egypt for a week and will be spending a further week in the near future in an exotic location yet to be decided. Paul and Janine are hoping to start planning their family very soon.....

Congratulations from all your friends and colleagues.

**Wendy Wood**  
Maintenance Services

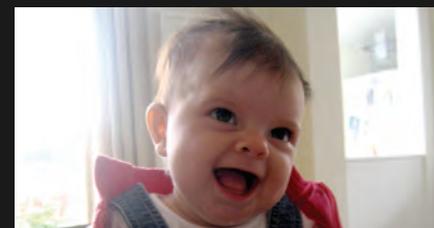
### Congratulations

Congratulations go to dad, Michael Hayes, member of Campus Cleansing, Environmental Services Unit, mum Joanne and brother, Matthew, on the birth of Daniel William Hayes, who was born on 28th June 2011, weighing 7lb 4oz.



### Congratulations

Congratulations to Jason McHugh, Landscape Services Team, Environmental Services Unit, and his wife Ceri, on the birth of their daughter, Nia Rhiannon, who was born on the 13th of April 2011. All are surviving well!



### Congratulations

Pictured right; Congratulations to Andrew Hough, Sustainable Travel Planner, Environmental Team, his wife Ruth and to their eldest son James, on the birth of Samuel, who was born on 8th October 2011, weighing 7lb 2oz. All are doing well and James is being the perfect big brother.

### Congratulations

Congratulations to Matt Foulkes, Events Co-ordinator, and his partner Eve on the birth of their daughter Willow, born on the 28th September.





## Bugsy Production

Another year, another production. Our very own Director of Estates and Facilities, Diana Hampson, produced and directed an adaptation of the hit 1976 musical film, Bugsy Malone, which was held on Saturday 10th September at Bury Parish Church.

Kenny Nolan, Assistant Director of Estates and Facilities, polished his acting and dancing shoes as he starred in the production as Lieutenant O'Dreary.

The production was a fantastic success and a number of colleagues within Estates and Facilities went along to provide their support.



# Pudsey's Pâtisserie is back!

## One Day Only!!!

Support Children in Need

by Tucking into Gorgeous Cakes, Bakes and Treats

at

## Pudsey's Pâtisserie

in

3.001 Beyer Building on Friday 18<sup>th</sup> November



WE'RE RAISING MONEY FOR  
**BBC CHILDREN IN NEED**  
This activity has been organised in support of BBC Children in Need. Please contact the organiser for further information.



## HugMug Offer



Get 20p off every hot drink or made fresh soup in any FoodOnCampus outlet when using your HugMug. HugMugs are available in all FoodOnCampus outlets for £5.00.

	4		1		5	7		9
				8	7		3	
2					8		5	3
	5	8				9	6	
7	9		5					8
	2		3	1				
3			7				1	

## Est8 Update Quiz - Sudoku

Complete the Sudoku puzzle for your chance to win a £20 voucher.

Send your entries to Emma Lloyd, Director of Estate's Office, room 3.001, 3rd floor, Beyer Building or at emma.lloyd@manchester.ac.uk by Friday 11th November.

### Looking Back

For the next edition of Est8 Update (Christmas edition) we thought that it would be interesting (and fun) to look back at old photos and to hear stories from years gone by. If you would like to share your photos and tell us how your role has changed over the years, please let us know by either contacting the Est8 Update representative in your unit or by emailing: [est8update@manchester.ac.uk](mailto:est8update@manchester.ac.uk).

## Est8 Update – New Name

### **We need Your Suggestions!**

As the Directorate has been re-named to the 'Directorate of Estates and Facilities' it has been suggested that Est8 Update might too change its name to reflect this change. So, put your thinking caps on and send in your suggestion for a new name to Emma Lloyd or email: [est8update@manchester.ac.uk](mailto:est8update@manchester.ac.uk)

## Est8 Update Quiz: Alphanumericals

Congratulations to Trevor Smith, Campus Cleansing, Environmental Services Unit, who correctly solved all the alphanumerical riddles and won a £20 voucher:

- |                                 |                                               |
|---------------------------------|-----------------------------------------------|
| a) A B in the H is W 2 in the B | A bird in the hand is worth two in the bush   |
| b) 22 = 2 L D in B              | Two little ducks in bingo                     |
| c) 32 P in a G of C             | Thirty two pieces in a game of chess          |
| d) 4 and 20 B B in a P          | Four and twenty blackbirds baked in a pie     |
| e) 54 C in a P with J           | Fifty four cards in a pack with jokers        |
| f) 13 L in a B D                | Thirteen loaves in a bakers dozen             |
| g) 7 Y B L for B a M            | Seven years bad luck for breaking a mirror    |
| h) 8 P in a G                   | Eight pints in a gallon                       |
| i) 99 = an I C with a C F       | An ice cream with a chocolate(Cadburys) flake |
| j) Q = 10 in a G of S           | Ten in a game of Scrabble                     |
| k) 25.4 M in an I               | 25.4 millimetres in an inch                   |
| l) 12 S of the Z in A           | Twelve signs of the Zodiac in astrology       |
| m) 13 W in a W C                | Thirteen witches in a witches coven           |
| n) 30 P of S G to J             | Thirty pieces of silver given to Judas        |
| o) 16 O in a P                  | Sixteen ounces in a pound                     |

## Directorate Thank You

As mentioned in this month's Team Brief, the Directorate of Estates and Facilities is very aware of the considerable effort put in by colleagues over the course of the year and would therefore like to say 'thank you' by holding an informal buffet and drinks reception open to a ALL Estates and Facilities staff:

**FREE Buffet and Drinks Reception**

**Thursday 10th November at 4pm  
Barnes Wallis Restaurant, Barnes Wallis Building, North campus**

**Numbers are limited by the size of the room therefore tickets will be available on a first come first served basis from Emma and Steph, who are located in the Director's Office, room 3.001, 3rd floor, Beyer Building.**

If you are unable to collect a ticket in person please email: [Emma.Lloyd@manchester.ac.uk](mailto:Emma.Lloyd@manchester.ac.uk) or [Stephanie.Marsh@manchester.ac.uk](mailto:Stephanie.Marsh@manchester.ac.uk) or call: 52255/52283 to reserve a ticket.

## Contact Est8 Update

Est8 Update is YOUR newsletter so send your stories, news, suggestions and any comments to: [est8update@manchester.ac.uk](mailto:est8update@manchester.ac.uk)

Alternatively, contact the Editorial Team member within your area:

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