

## **STAR AWARD WINNERS**

Once again Brunel University recognises exceptional service from members of staff through their STAR (Special Thanks And Recognition) Awards. This year Brunel Conference Services is proud to announce that Chris Alexis, Conference Caretaker, Kathleen Briggs, Domestic Assistant - Residences and Martyn King, Operations Manager - Residences were nominated and were amongst the well deserved winners. Staff members are nominated by customers who may be internal or external and think that a member of staff has given exceptional service or gone beyond the call of duty to assist them.

Caroline Barringer, Conference Marketing Manager, commented "We are truly customer focused in the Conference Office and it makes me proud to see that this is reflected throughout all levels of staff from Management to the ground staff who are of course very hands on and interact with our customers directly. Providing a service within an academic environment can have its own unique challenges but our customers' satisfaction is always at the forefront of our minds."

RCCS Training and Quality Manager, Tony Davies, also added "Staff at all levels across the RCCS Department deliver excellent service to our customers every day and it is gratifying to see three members of our staff as recipients of a STAR Award. Congratulations to Chris, Kathleen and Martyn on gaining recognition. Their achievement demonstrates the high standard of customer service within RCCS which is further validated by the department's six-years-in-a-row attainment of Hospitality Assured customer service accreditation. Additional to this is the department's recent achievement of Investors in People accreditation. These accreditations help the department maintain our goal of providing the best service we can to all our customers."