Welcome to the latest edition of CS news. In this edition you can read about the opening of the York Sport Village, Sports Café, find out about our new Marketing Team, and other significant business updates.

Staff news can also be found throughout the newsletter including welcomes, farewells and congratulations as well as the new ‘getting to know you’ article where we quiz a member of staff to find out a little bit more about them!

Don’t forget to read below about the first Christmas Fair Commercial Services is holding. It’s set to be a great day of festive family fun so ink the 15th of December in your diary and keep an eye out for more information.

Jon Greenwood, Director

The wait is finally over!

KEITH MORRIS, HEAD OF SPORTS, SAYS:

‘The Sports Village opened in August and Commercial Services staff were the first to be invited to come along and make a ‘splash’ in the pool – including our own ‘naked chef’ as a keen new member of the Sports Village.

I would like to say welcome to all new York Sport Village members of staff and existing staff who have previously worked at the Sports Centre on Heslington West.

All the staff have worked tirelessly and put in some extraordinary shifts to get the York Sport Village ready for opening so thank you.

I would also like to thank other colleagues involved in the process as this has been a real team effort which bodes well for a successful future.’

Visit www.york-sport.com for more information on memberships.

As of 1 August 2012 all Commercial Services staff have been transferred over to YCL. Don’t forget, you can still access the FAQ’s on the Commercial Services website for detailed information, visit www.york.ac.uk/commercialservices/organisational_changes.

You said we did

As part of Commercial Services ‘Investors in People’ award we are keen to hear your views and opinions through our ‘you say, we do’ initiative. All ideas will be considered and those deemed excellent will be implemented.

Send your views in the internal mail to: Commercial Services, Helix House.
A new centralised Marketing Team headed by the previous Conference Office Marketing Manager Sian Fraser will concentrate on heightening the profile of all areas of Commercial Services at the University of York.

The team will also consist of Lisa Bagnall and Luke Purcell and will aim to create awareness of the facilities and services available at the University of York.

From Conferences to Cardio
Introducing the new Commercial Services Marketing Team

Time to start spreading the word!
The University’s facilities and services have improved tenfold in the past few years, especially with the development of Heslington East. They rival some of the best in York and surrounding areas, often at highly competitive rates without compromising the quality or service (because we’re all such lovely people, aren’t we?!). We really do have access to some unique facilities and are fortunate enough to be working in an environment that is a benefit to higher education.

So... for any requests or general queries regarding marketing for any branch of commercial services, email marketing@york.ac.uk or call extension 8450.

I hope you will join us in wishing good luck to the new team!

The Studio –
New name, new look!

Previously known as the Design Studio, ‘The Studio’ has a fresh look and new name which better reflects the numerous services we offer including design, illustration, branding, exhibitions, merchandise and stationery enabling us to be a one-stop-shop for the creative process through to final print or digital artwork.

The Studio is open to everyone! We undertake projects for University departments and external customers. Whether you already have a design brief, a print order, or are starting from scratch with an idea, we are here to help with every stage of the process to the finished product. We invite you to visit our online portfolio to see examples of our work.

Portfolio: www.studio.crevado.com
Email: studio@york.ac.uk
Tel: 01904 328480
5a Main Street, Heslington Village, University of York

Uni Print –
We’re changing our name and upping our game!

- We are installing a third self-service computer and printer to increase our support to students.
- We have invested in a storage unit enabling us to hold and distribute your larger orders and save on departmental space.
- We will be taking delivery of a new fleet of full-colour digital printing and high volume copying machines, to provide you with a wider range of high quality print.

Email: uniprint@york.ac.uk
Tel: 01904 322160
Unit 6, Market Square (above Costcutter), University of York
York Sports Café Now Open

The new Sports Café is set within the multi-million pound development scheme aimed to enhance the sports facilities at the University.

The new Sports Café officially opened on Tuesday 14 August 2012 and for the first time this exciting new development is attracting regular public visitors as well as students, staff and conference delegates.

As part of the plan to deliver high quality catering services, within this development there will be a Costa Coffee offering, making this the fourth Costa Coffee outlet available on campus.

Snacks and beverages available at the Sports Café will include high energy and healthy options as well as delicious treats to reward yourself after a workout in the gym!

OPENING TIMES:
Monday to Friday 8am – 8pm
Saturday and Sunday 8.30am – 8pm

Introducing the new Catering Manager for Heslington East

WHAT DID YOU DO BEFORE BECOMING THE CATERING MANAGER FOR HESLINGTON EAST?
I have spent most of my working life in catering, starting small working in a cafe to becoming a Catering Manager and opening restaurants overseas. After moving to York from Greece, looking to settle down with my family, I accepted a job at the NSLC as a catering Supervisor.

WHAT INTERESTED YOU IN BECOMING THE CATERING MANAGER OF HESLINGTON EAST?
The natural progression of my career at the University of York and following my experience opening restaurants meant that this position was ideal and gave me the challenge I look for within my work.

HAVE YOU ALWAYS WANTED TO WORK IN THE CATERING INDUSTRY?
My first job was just to earn money while I studied at university but I quickly loved the industry. It is forever changing and presenting new challenges. I found out quickly I thrive in this fast paced environment.

WHAT DO YOU LOVE MOST ABOUT YOUR NEW ROLE?
Opening the new Sports Café is a role I really enjoy. Opening a new unit is very exciting and although sometimes things don’t go as planned it also has huge rewards knowing I am a part of this project.

HAVE YOU FACED ANY CHANGES IN YOUR NEW ROLE YET?
It is a completely different environment from my previous roles within the University so there are many changes. I have a lot more responsibilities on my shoulders but I have the independence to make this new role my own.

WHAT’S YOUR FAVOURITE ITEM ON THE NEW SPORTS CAFÉ MENU?
I have spent the past couple of weeks taste testing all the new products on the menu and I am very pleased with all the products and the variety available but I would have to say the Oatie Breakfast Yogurts are my favourite.

WHAT’S YOUR FAVOURITE ITEM ON THE HUB CAFÉ MENU?
Opening the York Sports Café has meant I won’t be taking over running the Hub until September so I haven’t had the chance to taste the whole menu but I did have a panini a couple of weeks ago and really enjoyed it.

TELL US ONE THING ABOUT YOURSELF THAT YOUR COLLEAGUES CAN EXPECT FROM YOU?
I will do any job that needs doing. If the floor needs cleaning, customers need serving or paper work needs completing I will not shy away. I believe in a hands-on approach and that the best way to gain respect is to lead by example. It will be a common sight to see me working alongside and supporting my colleagues.

RKC Galleria food servery gets a fresh new look!
We are delighted to re-invest £100,000 into the replacement and refurbishment of the Roger Kirk Centre’s food servery. The Roger Kirk Centre is one of our flagship catering outlets and the recent investment demonstrates the University’s commitment to re-invest in the future catering services.
Look who I bumped into!

Ray Winstone, star of the current movie Snow White and the Huntsman, is pictured here with RKC hospitality staff member Amanda Lawson and her daughters, Holly and Cate.

Amanda, who is a big film fan, was visiting the Bradford Film Festival when she bumped into the on-screen tough guy.

“He was very friendly and was very good with my daughters. We knew he would be there but were delighted to meet him. Mark Kermode, BBC’s film critic was also at the event and was happy to talk to us.”

If you ‘bump’ into a famous person, let us know and send us a piccie and we’ll put it in CS News!

Wentworth Masterchef

Students of Wentworth College were invited to partake in Wentworth’s own Masterchef Challenge to showcase the cooking skills of students with the aim to encourage more interaction between the College and its facilities.

Students were asked to submit entries to then compete in several heats with members of the College Welfare Team, Provost and Dean judging and whittling the competition down to three finalists.

Executive Chef, Andrew Wood, and Wentworth Head Chef, Neil Grant, then judged the final round in the block kitchens.

The winners of the event were Pritika Noronha and Joanne Rodrigues with their winning dish Paneer Butter Masala with Lassi. Pritika and Joanne were invited to showcase their winning dish as part of the lunch offering in Wentworth Edge Café. They spent the morning in the kitchen with Neil Grant recreating their dish ready to serve to paying customers.

The competition proved to be a great joint event between Commercial Services and the College, as well as being a brilliant opportunity for students to show off their culinary skills and work with our chefs.

The dish proved to be so popular it has now become a regular meal on the Wentworth lunch menu cycle.

Costcutter ‘clinch’ another £1000 target!

The Yorvik boxing club at York High School were chosen to receive the donation. The money raised will be used to kit out a new room for the popular boxing club.

We look forward to hearing about Costcutters next charity money raising achievement.

Happy Retirement

The Wentworth team say a fond farewell to Chris Rawcliffe who after 15 years of service has decided to take early retirement. Chris has always been a great member of the team in both her commitment and support, joining in with the many festivities such as St Patrick’s day in the photo below. She will be greatly missed and we wish her all the best in her new quieter pace to life.

Cath Henderson
It’s all change for the Head Chefs on campus

Congratulations to...

- Neil James who is now Head Chef at the Roger Kirk Centre;
- Adam Thur as a new employee to Commercial Services as Head Chef at Derwent; and
- Steve Preston who has become Head Chef at Wentworth.

I took the opportunity to ask one of our newly appointed head Chefs, Steve Preston, a few questions about himself...

DO YOU DO THE COOKING AT HOME?
Unfortunately yes I do cook at home... a lot! This, after a hard day’s graft in the kitchen, isn’t my ideal way to unwind!

WHERE’S YOUR FAVOURITE PLACE TO EAT OUT IN YORK?
I like to eat in Italian restaurants, such as El Paradiso or Delrios.

WHAT’S YOUR FAVOURITE DISH TO COOK?
Probably something Indian.

HAVE YOU ALWAYS WANTED TO WORK IN CATERING?
I’ve had all sorts of jobs before settling here at the University and finding my passion.

WHO IS YOUR FAVOURITE CELEBRITY CHEF?
It has to be Gordon Ramsey mainly due to the entertainment value he provides us with when he completely loses it with people!

WHAT DO YOU LOVE MOST ABOUT YOUR NEW JOB / ROLE?
Knowing that I’m responsible for the kitchen and that the food being served is of a high standard.

WHAT IS THE BEST ADVICE YOU COULD GIVE SOMEONE WHO IS INTERESTED IN BECOMING A CHEF?
Just go for it! Always taste the food you’re producing, when under pressure keep a cool head, never let your standards slip and a good attitude goes a long way.

HOW LONG DID IT TAKE TO BECOME A CHEF?
I started working at the University as a Kitchen Assistant, helping out the chefs. I decided to do an NVO in cookery, which didn’t take long. I then applied for a chefs position at Wentworth College where I was trained by a brilliant head Chef and developed a real passion for cooking. When the position for Head Chef became available I jumped at it, and here I am today.


The Flavour of Malaysian Food

Jennie Cook is becoming well-known for her Malaysian style food and has done many cookery demonstrations on TV programmes alongside famous chefs such as Rick Stein, Gino da Campo and Heston Blumenthal.

Jennie Cook offered to come along and do a sampling in the store to allow customers the opportunity to ‘try before you buy’. The demonstration went incredibly well and positive feedback about the products was well received by customers.

Jennie Cook’s Malaysian Curry Pastes are available to buy from our Costcutter Store on Market Square for just £1.59.
There are two curry pastes to use: Malaysian Seafood Curry Paste (suitable for vegetarians) and Malaysian Meat Curry Paste.

We heard you’re engaged!

Big congratulations to Rich Taylor who popped the big question to his girlfriend and is now a fiancé! Have fun planning your wedding but even more so, have fun planning your STAG PARTY!!!

New Baby Boy

Congratulations to Michaela Rooke for her new baby boy Lyndon Franklin-Rooke born on the 10th April @ 10.14am at 9lb 7oz.

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York Conferences race ahead into 2012–2013

The conference office have had a great start to the summer and are on track to deliver 75 day meetings, over 90 group and self-catering stays, 35 residential conferences and over 300 serviced bed and breakfast stays by the end of September.

A big thank you goes out to everybody involved. Last minute business is up and we know on occasion this can be tricky, but early feedback illustrates that we are keeping ahead on customer service.

Delegates of the EPTA Conference said:

‘I’ve had a really good time with all the staff who have proved helpful and cheerful’ and ‘all delicious’ (we assume they were referring to the food).

Repeat bookings are fundamental to the business, especially from those big regular clients such as Synod so we’re really pleased that the organiser has forwarded the following kind words:

‘Just a quick email to say thanks again for all your wonderful help and support in the run up to and during Synod. It was really appreciated. All the University staff were extremely friendly, professional and welcoming and that was commented on by staff and Synod members.’

We look forward to sprinting ahead into the new financial year and appreciate the continued support we receive in delivering conferences, events and residential stays.

Welcome back

A big welcome back to Sales Manager Charlotte McArthy who has returned to the Conference Office from maternity leave with a lovely new little addition to the family and a new job to top it off!

Good luck

We wish Jo Hilton Scott good luck in her new role taking over from Sophie as Reservations Co-ordinator.

Goodbye and thank you

Goodbye and thank you to Sophie Spencer, who has worked in the Conference Office for over seven years. We wish her luck in her new role which is not too far away!

The Queens’s Diamond Jubilee, Leavers’ Picnic and Foundation Degree presentation at York Minster

The children at the Campus Nursery celebrated the Jubilee with a ‘street party’ in the nursery garden. Parents and older siblings were invited to join in the celebration. The children made bunting and crowns to wear and baked a union cake using strawberries, raspberries and blueberries to represent the flags colours.

The children had been learning the National Anthem that they sang as the cake was cut. An entertainer kept the children enthralled with bubbles, a parachute and some fun characters. Parents enjoyed cream scones while the children tuck into a feast including jelly and ice-cream and crown shaped biscuits they had made earlier.

This was such a success that a Leavers’ Teddy Bears’ picnic was organised, with 20 children leaving the nursery to attend 12 different schools around York and one in Norfolk. Two members of staff are leaving, Jo Bridgewater to go on maternity leave and Emma Houlton who is moving to Cumbria. We wish them all good luck for the future.

Well done to two members of staff Janet Pearson and Emily Sagar who recently received their Foundation Degrees in Young Children’s Learning and Development. The ceremony was held at York Minster after a procession through York from the Museum Gardens. Janet received a distinction.

Congratulations to Emily, who has since given birth to a little boy Daniel. Mother and child are both doing well.
Getting to know you...

‘Getting to know you’ is a new feature which gives us a glimpse into the personality of a member of staff in the YCL family. For the first edition, we sat down with Jillian Jenkins from the Sports Centre. Have a read and think about what your answers would be, you never know, you might be next in line for a quizzing!

WHAT’S THE MOST PLAYED SONG ON YOUR IPOD?
At the moment it would be Coldplay and Viva La Vida.

WHAT’S YOUR FAVOURITE INDOOR/OUTDOOR ACTIVITY?
Outdoors is where I love to be and just now it’s an equal favourite first for running (I call it running but it’s more of an exaggerated jog to make it look like I am moving fast... slow mo Chariots of Fire style) and any kind of cycling.

WHAT CHORE DO YOU ABSOLUTELY HATE DOING?
Having to do the grown up paying of bills thing because it means I can’t spend my money on travel. Oh... and duvet cover wrestling!

WHAT IS YOUR FAVOURITE TIME OF DAY/DAY/DEPARTMENT OF THE WEEK/MONTH/OF THE YEAR?
Very first thing in the morning when the chill of the night just lingers, the air is clear and the noise of the day has yet to begin and there’s nobody else around. But I do rather like a winter’s night when there’s a heavy frost or dusting of snow, it’s freezing cold and the sky is clear - all finished off with settling in front of a real fire. Favourite day of the week is the day when it’s the end of the working week but being on shifts that changes! Absolutely adore September / October when the blaze of autumnal colour explodes across the landscape - just so beautiful.

WHERE WOULD YOUR DREAM HOLIDAY BE?
The Nepal Tibet and Bhutan region although, I would be persuaded to visit almost anywhere in the world and know I would enjoy it - a bit of the wanderlust in my blood. I really quite fancy cycling around the world in a meandering here and there as I fancied sort of way.

IS THE GLASS HALF EMPTY OR HALF FULL?
Very mood dependent - I swing from one to the other and it depends on what I am trying to be optimistic about. Seriously I try to keep a half full perspective as compared to many I think I am lucky in that I can still enjoy doing so much and live in a country where we have so much that we take for granted.

WHEN YOU WERE LITTLE, WHAT DID YOU WANT TO BE?
A pilot - and I did it!

IF YOU COULD CHOOSE TO STAY A CERTAIN AGE FOREVER, WHAT AGE WOULD IT BE?
Easy, 29! Just about old enough to be taken seriously but not so old that you have to behave or be burdened with too many responsibilities.

IF YOU COULD ONLY SEE BLACK AND WHITE EXCEPT FOR ONE COLOUR, WHAT COLOUR WOULD YOU CHOOSE TO SEE?
Blue.

‘Cantors Canterers’ leap into action

A sterling well done to Luke and Sian from our Marketing Team. They both successfully completed the 2012 Jane Tomlinson York 10K this August alongside eight other members of staff from the University of York.

Leaving from the beautiful setting of the Knavesmire at York Racecourse the route led over 6,000 budding athletes past some of York’s most impressive landmarks including York Minster, Clifford’s Tower and the Millennium Bridge. With times of 47.43 (Luke) and 57.51 (Sian), Luke, Sian and the rest of the team successfully achieved their personal goals.

All money raised by the University team has been donated to St. Leonards Hospice to support people with life threatening illnesses.
My very personal Olympic experience

You may remember from the Spring 2012 edition of the CS News my story about my son Guy’s girlfriend Rebecca Gallantree’s quest to represent Team GB in the both the 3m individual and synchronised diving events at the London 2012 Olympics!

After the test event at the Aquatic Centre in the Olympic Park where Becky came 9th to cement her place in the top ten women in the world she then had the daunting task in June of the British Nationals at Ponds Forge in Sheffield where she hoped to secure her place on Team GB.

She had an army of fans including friends, family and, of course, myself and my family to cheer her on to what we hoped would be victory. On the Friday, along with her diving partner, the very talented 15-year-old Alicia Blagg, Becky secured her Olympic place by winning the synchro event and achieving the required score. The women’s 3m individual diving competition took place on the Sunday of this momentous weekend where Becky not only achieved a personal best score but broke her British record to secure her place in a second event at London 2012! It was an amazing day of sheer jubilation.

About a month before the Olympics commenced the 12 members of the GB Diving Team, including our Becky, headed off to Majorca for warm weather training and shortly after their return headed to Southend for a pre-Olympic training camp. Straight from there they headed to the Olympic Village where she and the rest of the team settled into their accommodation and soaked up the atmosphere.

After a short trip back to Southend for last minute preparations they were back in the Village ready for the Olympics to begin in earnest. I was lucky enough to get a ticket for Becky’s synchronised event on the first Sunday of the games. The whole experience was amazing and to be part of a 17,500 cheering crowd in the Olympic Aquatic Centre was something I will never forget. Becky and Alicia did brilliantly by finishing 7th in the final and they were over the moon with their result. Afterwards Becky was mobbed by well-wishers and autograph hunters!

In the individual event both Becky and her team mate Hannah Starling did really well to reach the semi-final stage and in doing so made history by being the first two British women ever to reach this stage since the events inception but unfortunately both were unable to progress to the final. However, she says she had the most fantastic time and there is nothing like competing in front of a home crowd.

I am so proud of Becky and all that she has achieved through hard work and determination and whatever her future holds she will always be a double Olympian having competed in both the Beijing and London games - now, how many of us can say that!

I feel so privileged and honoured to have played a small part in Becky’s Olympic journey and to have witnessed what has been the most fantastic spectacle that was ‘London 2012’.

Alison Atkinson

Sports Centre News

The Sports Centre on Heslington West will be hosting the British Colleges Northern Sports Championships in September for colleges from across the North of England.

The Sports Centre will also be hosting the BUCS Northern Sports Development Conference in October.

British Universities & Colleges Sport (BUCS) is the national governing body for higher education sport in the UK. Its vision is to enhance the student experience in performance, competition and participation.

Be in the next edition of CS News...

We’d love to hear your news for our next Commercial Services newsletter. Please send any news about:

- charity events
- special celebrations
- achievements
- ‘look who I bumped into’ (page 4)
- or if you would like us to ‘get to know you’.

Contact us at: marketing@york.ac.uk