

LQ RESORTS NEWS

STAFF NEWSLETTER



Welcome

We are now in the final quarter of the year, with each Resort now getting things in place for our busy Christmas period, with our first Christmas party nights starting at the end of November.

As this is the last Newsletter of the year, we would like to take this opportunity to thank each and every one of you for your hard work, both throughout the year and especially over the forthcoming festive period. Warm regards Colin and Paula

MEET YOUR F&B OPERATIONS MANAGERS



Langstone Quays: Amber Evans

Amber Evans has worked at the Resort since May 2016. She started as a casual banqueting waitress on a part-time basis and progressed up to her first full-time position being an F&B Supervisor, where she learnt to run weddings from the long-established banqueting manager, Franco. With the years of experience that Amber had built, she was subsequently promoted to Operations Manager. Amber has started a tradition with her younger sister also joining the team as a banqueting casual... Do we have Amber's prodigy in waiting?!



Ufford Park : Nikki Gavrilas

Originally from Romania, Nikki spent 9 years working in Greece, working her way through various roles within F&B. Nikki came to the UK in 2015 working for two local hospitality establishments, before joining Ufford Park in April this year. Outside of work Nikki enjoys spending time with her family.

Personal stories to share? – send your personal stories to
ideas@uffordpark.co.uk



RESORT UPDATE



Josie Hopps – Group Health & Safety Manager

We are delighted to announce the appointment of Josie Hopps to the role of Group Health and Safety Manager, from 1st October 2023.

Josie is in her 16th year of employment at Ufford Park, the last 12 years of which has been in the role of Health & Safety, & Training Manager.

Josie will therefore be working closely with our Resort Managers on all aspects associated with Health & Safety and will be visiting all Resorts over the coming months. In her spare time Josie enjoys gardening, family time with her 3 grandsons, is on many Committees in her local village & has just returned from a trip to Rioja with her Wine Tasting group.

Ufford Park Resort Barbara Lehmann

We sadly said a very fond farewell to Barbara Lehmann, who retired as a Housekeeper on 2nd October after 16 years of loyal service.

Barbara will be moving to London to stay with family before returning to her native Poland.

Here is Barbara receiving her retirement gift from Max Moussa, & with her Housekeeping team members: Sarah, Ilze, Sophie, Thalia, Kat & Anita.



Central Reservations Team

Bookings have now been centralised to Lion Quays for all three Resorts, and are handled by our Central Reservations team, consisting of (from left to right) : Ffion, Katie, Ella, Molly, Bethany, Anika, Kira & Courtney



Don't forget to update your details on Fourth, should you change your bank details, email address or postal address





RESORT UPDATE



Marketing Filming

Liz Pickering and the Marketing team have been busy over the summer period with filming and photography for both Ufford Park and Langstone Quays Resort.

Here are the team filming an outside shot for Langstone Quays on the stunning Hayling Island.

Well Done On Your Promotion

Bethany Rose joined Langstone Quays Resort in July 2021 as an F&B Team member, primarily focused on the Waterside Bar.

Bethany-Rose was enticed to develop her skillset and elected to train to be able to cover Front Desk duties on an ad-hoc basis. Following a successful trial Bethany-Rose transferred to the Front Desk on a permanent basis and has now successfully been promoted to the role of Reception Supervisor.

We'd like to wish Bethany-Rose good vibes for her future role and we are sure that everybody will consistently support Bethany-Rose in her new role.



Congratulations Distinction

Well done to Joshua Parsey who has recently completed his Property Maintenance Apprenticeship – with a distinction! Josh is now a fully-fledged member of the Ufford Park Maintenance Team.

Need to talk confidentially? Carolyn Gregory, Group HR Manager is available by phone or teams should you need any advice and can put you in touch with a colleague on site if you wish





PERSONAL STORIES

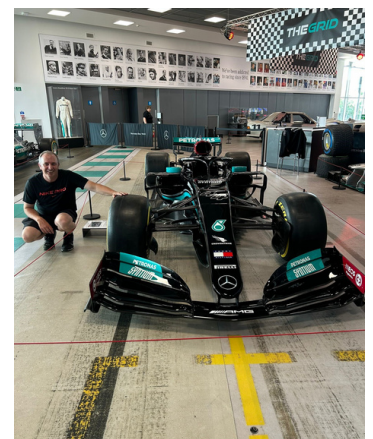
Tony Austine from Langstone Quays has recently returned from a week-long cruise in Norway to celebrate her 50th birthday, enjoying the beautiful country's many Fjords and glaciers.

Toni visited several Viking villages where the locals take their history extremely seriously; many of whom had dressed in their traditional Viking attire.



Congratulations to Becca Trenter, Spa Host at Ufford Park, and her partner David on the birth of Isobella Rose, weighing in at 6lb 8oz, and a new baby sister to Sienna.

Dominic Rosser, Golf Manager at Ufford Park has recently visited Mercedes Benz World in Weybridge Surrey to see Lewis Hamilton's F1 Mercedes car, and experience driving in the simulator – a great day out!



Clocking in/out for your shift? All staff should clock in no more than 5 minutes before the start of a shift, and clock out no more than 5 minutes after the end of a shift





WELL DONE TO :

We will now be paying £5 for EACH mention on ANY of the review sites we monitor, namely Trip Advisor, Booking.com, Expedia, Google & Resdiary. Well done therefore to Jessica Davies from Langstone Quays Reception who received 4 mentions and will have a £20 reward in her next pay. Next month it could be you!

Ufford Park

Gail Van Megen
Summer Hewitt
Molly Hooper

Lion Quays

Holly Jones
Will Kynaston
John Cartwright
Sarah Hand
Chloe Nadolski
Octavia Harrison
Matthew Huxley
Ben Lloyd

Langstone Quays

Amber Evans
Harry Peckett
Daniel Eastley
Jessica Davies
Fayellen Davies
Tyler Burns
Julie Reber
Tia Bramble

Marco Salvai
Priya Kaur
Abygail Keeley
Chloe Allen
Elle Jai Moonan



WARM WELCOME TO :

Ufford Park

Kevin Woollard
Jazmin Havard
Hayley-Jade John
Karen Cosson
Lee Berrill
Molly Hooper
Holly Welch
Jamie Mnew
Hetty Thompson
Tristan Yule
Laura Madden

Lily Hall
Elena Kay
Pantira Warren
Richard Hoban
Simon McMullan
Saskia Aldous-Almond
Lucy Wallace
Polly Haste

Lion Quays

Luka Goddard
Emma Brown
Amy Edwards
Deborah Paget
Charlie Cullis
Saul Davies
Elis Jones
Kirsty McKay
Courteney Edwards
Jake Peart
Romellie Mounter

Spasmira Borisova
Eileen Owen
Zsuzsanna Vagra

Langstone Quays

Stacey Doswell
Bryony Attfield
Kaitlyn Wingate
Harry Vincent
Graham Porter
Tania Hoff
Chloe Aitken
Nathan Puckett
Jessica Baker
Heidi Butland
Jack Knight

Keep an eye out for Christmas jumper day on Thursday 7th December –
further details to follow





Refer a Friend Scheme

We have now introduced a Refer a Friend Scheme, wherein if you recommend an external applicant who then is employed for a role within an LQ Resort, you will receive a £25 bonus as a thank you, on condition that the new recruit has successfully passed their probation period. Please contact Carolyn Gregory, Group HR Manager for further information.



Don't forget:

CPL training : Disability Awareness & Allergens should now all be completed. Working at Height will need to be completed by all relevant staff during November.



And finally

We hope you enjoy this edition of the Newsletter. We cannot produce this without your input and would love to hear of any stories that you wish to share – all stories welcome!

Please send these to ideas@uffordpark.co.uk

Merry Christmas from all of us at LQ resorts