

LQ RESORTS NEWS

STAFF NEWSLETTER



Welcome

2024 has been a lively year already, with storms Isha and Jocelyn causing havoc in January with strong winds and rain across all three Resorts.

January to March is always a quiet period in hospitality so all Resorts have been very careful in monitoring costs and payroll.

We have also had Valentines Day, with each Resort offering 'specials' on their Restaurant menu's as well as live music to mark this romantic occasion for our guests.

Mother's Day is fast approaching followed quickly by Easter so each Resort will be recognising these important events with special Afternoon Tea's and Easter activities for children, so we expect to be very busy, and fingers crossed for warmer weather too!

Warm regards Colin Jenno & Paula Walker





MEET YOUR HEAD CHEFS :



Tom Plant – Ufford Park

Tom first developed his passion for cooking whilst working as a Kitchen Porter for Thorpeness Golf Club in Suffolk, before moving up through the ranks to Head Chef at Woodhall Manor in Woodbridge for 10 years.

Tom enjoys family time with his three children, Esmae 9, Caleb 6 and Millie 2 and is a loyal Manchester United fan.



Mike Batters – Lion Quays

Mike grew up in Scarborough and moved to the North West 16 years ago to work at the Michelin Star Chester Grosvenor, where he met his wife, and then relocated to Wrexham and later joined Lion Quays Resort.

Mike has two boys, namely Callum age 13, and Connor age 9, and spends most of his spare time with them, with both boys being football mad!



Toby Evans – Langstone Quays

Embarking on a culinary journey, Toby forged his career as a Chef, fuelled by passion and a love for crafting exquisite dishes.

From humble beginnings, Toby honed his skills in various kitchens with the DeVere Group, Hand Picked and latterly LQ Resorts, embracing the artistry of gastronomy by working at both Lion Quays and now Langstone Quays where he has proudly been Head Chef since October 2021.

Who are we going to meet in the next edition ?





Launch of the Central Sales Hub



We are now entering a new dawn for **LQ Resorts** with the launch of the **Central Sales Hub**, based in their new offices in Lion Quays Resort.

The Central Sales Hub will be at the heart of driving our business forwards in terms of sales of the **LQ experience** across all three Resorts, with our newly assembled team of Commercial Managers and Sales Associates headed up by Kayleigh Owen, Group Revenue Manager.

The team moved into their new offices on Wednesday 14th February 2024, which was officially opened by Colin Jenno and Sandeep Bansal.

When next at Lion Quays pop in and meet the team . The coffee is always on



Afternoon Tee !

Both Langstone Quays and Ufford Park Resorts have decided to revamp their Afternoon Tea stands and develop a quirky alternative linked to their individual locations.



Ufford Park therefore has gone down the golfing route, launching a themed 'Afternoon Tee', not only with amazing hand crafted edible golf balls, but also edible bunkers and a prosecco jelly 'water' feature on golf course stands.

With **Langstone Quays** stunning location on Hayling Island, and the close proximity to water sports, the team have gone with a Surf Board themed Afternoon Tea stand – all handmade!



Lion Quays are continuing to use the unique red Ferris Wheel stands, which have proved to be extremely popular with their guests.

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

Afternoon Tee ? Not a typo ! #golf



RESORT UPDATES:

Ufford Park Pool Responders

Ufford Park are proud to announce that members of the Spa and Leisure teams have successfully completed and passed their **Pool Responder Course** which enables them to respond efficiently to water related emergencies in a pool environment. This is a particular achievement for a couple of members of the team who at the start of the training were apprehensive about going under water, but overcame this to successfully complete the course. In the photo are **Karen Cosson, Maddison Woods, Gail Van Megan, Amy Mills & Shelley Reardon**



New Fleet of New Golf Buggies

The Golf Department at Ufford Park have recently taken delivery of a fleet of **12 brand new E-Z-Go golf buggies**, which have been warmly received by both members and guests.



Long Service Recognition

Max Moussa recently presented **Long Service Awards** to some of Ufford Park's loyal team members in recognition of 10 years+ service. From left to right : **Geoff Fricker** from the Golf Department, **Josie Hopps**, Group H&S Manager, (Max Moussa), **Jemma Bilkhu**, Spa Therapist and **Alison Harris**, Marketing Co-ordinator. In the separate photo is **Hannah Block**, Spa Manager



What's happening in your resort ? Share the experience with your LQ family



PERSONAL STORIES FROM AROUND THE RESORTS:



Congratulations also to **Steve Flemming**, Chef at Ufford Park Resort on the birth of baby **Evelyn Grace on 16th January 2024** weighing 7lb 1 oz, a baby sister for Steve's older daughter Florence May.

Dominic Rosser, Golf Manager at Ufford Park met one of his idols, who recently stayed at the Resort, **Lando Norris**! This was particularly poignant for Dom as his baby Grandson was named after the Formula 1 racing driver, so here is Dom with the two Lando's!



Congratulations also to **Rebecca Brown**, Group Revenue Director, based at Lion Quays Resort, who gave birth to baby **Zachary on Wednesday 31st January 2024** weighing 8lb 10oz. We all wish Rebecca & Owen every happiness with their new bundle of joy!

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



INTRODUCING:



LQ Resorts are delighted to welcome **Lauren Evans** into the team as **Group Events Revenue Manager**. Lauren started her career working within retail before moving on to the Wroxeter Hotel in Shrewsbury as Wedding & Event Admin Manager, where she remained for the next 5 years before moving to Lion Quays Resort. Lauren now oversees all events revenue at the three Resorts. Outside of work Lauren enjoys foreign travel, walks with her dog Monty and is a big sports enthusiast, regularly supporting her beloved football team Manchester City, & Wales in both football & rugby.

Langstone Quays are happy to announce the appointment of **Jack Knight** to the role of **Dinner Manager**, hosting all of our guests in the Waterside Restaurant during evening service. Jack has been in the hospitality industry for the last 10 years, and is proud to announce that he was first promoted to a Manager post at the age of 20! Jack is a huge Arsenal fan and enjoys spending time with his family. Jack is one to watch for the future with aspirations of becoming a General Manager in the industry.



Heidi Butland has recently joined **Langstone Quays** as **Breakfast Manager** having previously worked at Brookfield as a Restaurant Supervisor and Duty Manager. Born in Scotland, Heidi comes with a wealth of experience in running weddings, wakes & functions, as well as breakfast, lunch and dinner service. Heidi's hobbies include running, travelling and photography, having taken art design, photography and graphics in College and pursued photography through weddings. Being an early riser makes Breakfast Manager the ideal role for Heidi!

Who will we be introducing into the LQ Family next time ??



WELCOME TO :

May we offer a warm welcome to our new staff who have recently joined us:

Ufford Park

Nigel Stimpson
Chris Mann
Stephen Eaton
Charlotte Hattan
Inga Rakisa
Cristian Tofoleanu
Geoffrey Douglas

Lion Quays

Tracy Goodwin
Jodie Critchell
Lestyn Sides
Billy Chapman
Jessica Bruce
Abigail Valentine
Frazer Sneddon
Colin Mercer
Jasmine Francis
Niamh Rowlands
Sharon Jones
Grace Pugh
Kerry Macdougall

Langstone Quays

Charlie Foster
Todd Ferguson
Steven Vicars
Jacob Bryne
Louis Norris



Staff Reward Scheme - Well done to:

For having a mention in a December and/or January guest review or survey, so will receive £5 per mention – next month it could be you!

Ufford Park Resort

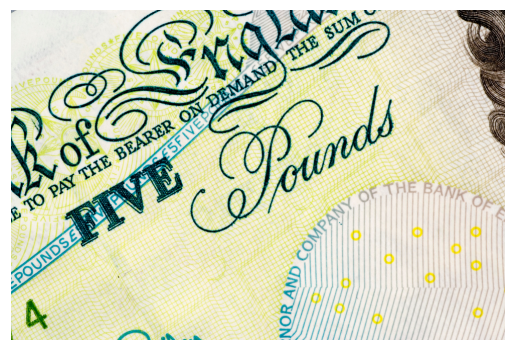
Daniel Abraham
Xanthia Watts
Lauren Dale
Mia Chandler
Karen Cosson
Ruby Driver
Olivia Richardson
Dylan Brightey
Brooke Williams
Steve Beharie
Charlie Leeder
Rianna Hadgraft
Yunis Njie

Lion Quays Resort

Connor Ellis Thomas
Mike Williams
Sharmin Akter
Grace Barratt
Laura Stanners
John Cartwright
Charlotte Conlan
Nadine Starr
Charlie Cullis
Claire Vaughan
Beth Fox
Zshzanna Varga
Collette Watkins-Hanmer
Thomas Evans
Matthew Tisdale
Holly Jones

Langstone Quays Resort

Julie Reber
Ellie-Jai Moonan
Priya Kaur
Shola Parker
Adam Opie
Beth Meagre
Jessica Davies
Amber Evans
Jack Knight
Jessica Baker
Jessica Davies
Ben Rayson
Daniel Eastley



Who fancies extra cash for just getting mentioned ?



AND FINALLY STAFF CHRISTMAS PARTIES :

We hope you all enjoyed yourselves at the recent Staff Parties and here are some memories from Ufford Park and Langstone Quays – sadly no photo's from Lion Quays this time however a good time was had by all!

Ufford Park : Wild West Theme



Langstone Quays



Great to see our teams having fun . Cool photos !!!

Wishing all LQ Mum's a very Happy Mother's Day for the 10th March 2024 and a Happy Easter to all!