

# in touch

SEPTEMBER 2011

## Pay Dates

30th September 2011

28th October 2011

25th November 2011

23rd December 2011

20th January 2012



## U.K. Management Training

Robinson Services UK based Management Team Fly In to Sarah Jane Robinson House for Management Development Training Programme Robinson Services recently had some very important visitors in the form of their English and Scottish Contract Managers who came to see the Robinson Services Headquarters in Antrim, and to take part in management development such as Health and Safety, Human Resources, and General Management Development Training on managing performance.



Shauna McQuillan, Health and Safety and Training Manager of Robinson Services commented: "We are continually investing in our staff training and these two training days effectively enabled all of the Management team in England and Scotland to share the best practice from our Northern Ireland operation. The training has further enhanced the communication between our Northern Ireland headquarters and our English and Scottish Contract Managers, and was certainly a successful initiative."

## Welcome



Welcome to September's issue of InTouch. Read how the Management team in England and Scotland shared best practices when they came to Sarah Jane Robinson House for a Management Development Training Programme. As the company continues to grow and develop in Northern Ireland, England and Scotland, we welcome staff who will be working on the following new contracts: Progressive Building Society, Springhill Retail Park, Great Northern Mall, Lindsay Ford, Regent Shopping Centre, Buchanan Galleries, BTW Clarence House, Abbeybond Lovis, Allianz and A4e. We also want to thank the countless members of existing staff who go the "extra mile" and are therefore fully deserving of awards such as the BICS Cleaner of the Year Awards, in which the two finalists in the Retail sector are employees of Robinson Services.

Finally on a personal note I am delighted to welcome Lucy Jane Robinson, our second child and first daughter. Thank you all for your kind words and gifts that you have given us – Lucy, Jack, Gillian and I are very appreciative of the kindness shown to us since Lucy arrived on the 14 March 2011 weighing 7lbs 6oz.

Finally, thanks for your continued support and commitment throughout all the divisions – work hard, be happy and enjoy it.

David J Robinson, Managing Director

## 10 YEARS SERVICE

On Saturday the 7th of May 2011, Iris Kane celebrated 10 years working for Robinson Services at Flagship Centre. David Robinson met Iris to personally present her with a gift and certificate to mark this outstanding service.



Commenting on her long service Iris said; "I've enjoyed every minute of it".

Way back in 2001, Iris started at Flagship as a housekeeper and was promoted to Site Manager four years ago.

Ruth Lindsay (Centre Manager) at Flagship commented: "I have known Iris Kane from 2001 when I first joined the Flagship Centre. Having worked through the ranks with Iris, I have found her to be honest, hard working and reliable. Iris's career has excelled to the position of Site Manager within the Centre and she is not only fully committed to Robinson's company procedures, but strives to encourage her team to do the same. As a leader Iris directs, motivates and most of all cares for the welfare of her employees. I find her to be a most valuable member of my team."

## NEW STARTS

Andrea McDonald & Anne-Marie Doherty recently joined the company as Trainee Accountant and Credit Controller and are already proving to be a valuable asset to the company. We wish Andrea and Anne-Marie every success in their new roles.

## Pentagon Housekeeping Team Win Champions League in Controversial Circumstances



Anyone that follows football will know that Suarez as captain of Uruguay lifted the Copa America in the summer, and more importantly, the Robinson Services Housekeeping Team in Pentagon Shopping Centre won the Champions League Trophy by defeating the Customer Service Team in a hotly contested 8 – 5 thriller with no

quarter being given by either side. The Housekeeping team was an international team that included Best and Hunt – to mention just two. The final will be forever known as the “Hunt Final” as just prior to the cup final there was controversy and scandal as Hunt (the outstanding player for the Customer Service Team) transferred unexpectedly to the Housekeeping team under the noses of Lynn Brooks the Manager of the Customer Services Team! UEFA ruled that the transfer was legal and dismissed the Customer Service’s Team subsequent appeal – Lynn Brooks was unavailable for comment. Sir Richie Neal (Manager of the HouseKeeping team) was quoted as saying “the signing of Hunt was a master stroke, that in the end tipped the balance in our favour.” For the record the Housekeeping team now hold the record number of wins of the Champions League, over their closest rivals. Note other teams that have suffered heavy defeats to the Robinson team this year have been Resource Utd, GBM Rovers, Spotless Town and QCS Allstars with more expected trophies to come in the months ahead.

## A DAY IN THE LIFE OF...

*Ross Bloomfield, Production Manager, Laundry Division.*

### Q) What did you want to be when you left school?

A) I wasn't sure what I wanted to be when I left school, but I knew for definite what I didn't want to spend the rest of my life doing e.g. Chemistry, Scientist, desk job. I wanted to always work with people whatever I ended up doing or play professional rugby which was never going to happen. After leaving school I worked for the summer months in Farm Fed Chickens in Coleraine; and it was here that the QA Manager asked if she could put my name forward for the intake into Loughry College at Cookstown as she felt the food industry would suit me. Needless to say I then spent 14yrs working in that sector.

### Q) What is your favourite meal and can you cook it yourself?

A) I am so fortunate and blessed to have married a girl who loves cooking and experimenting in the kitchen. I am however king of the BBQ; I can burn anything on it given a chance. I have learned to appreciate different fish over the last few years either grilled, stewed etc, so I guess that would be my favourite.

### Q) What is your dream holiday destination and have you been there?

A) I would have to say that South Africa was always a country I wanted to visit as I believed they had such diverse cultures and beautiful scenery. I was fortunate to travel throughout the country 5 years ago on a rugby tour and I would have to say the country is magical.

### Q) Who would you most like or least like to be stuck in a lift with?

A) There is only one person who I would want to be stuck in a lift with and it's obvious! Beyonce! That lady and I have so much in common it's just a pity she didn't realise that before she married her rapper man! Least likely probably George Bush or any American politician - what prats!

### Q) What do you enjoy doing in your spare time?

A) Talking to my ducks and chickens. I built a pond for them this year and sadly just watching them enjoy themselves swimming round does it for me. I don't know how I am going to break the news to them that three of them are for the chop before Christmas! Other than that I enjoy rugby; I am still at that stage where I believe I can play at high level and scream at players in Coleraine rugby club every Saturday to do this or that. Nothing beats living in a dream world.

### Q) How did your career path lead you to Robinson Services and how long have you worked for the Company?

A) I firmly believe in setting goals for yourself and improving. No matter who you are, you become complacent in any job role and lose the edge after a period; I can't help but laugh at people who have been in the same role for 30 plus years. I didn't want to be that type of person, so I guess after a number of roles in the food industry I needed a change and thought laundry sounded interesting. 16months later I'm still finding the industry interesting and challenging.

### Q) What is your role within the Company and do you enjoy it?

A) I am the Production Manager in the laundry, with 30 people in my team;each day brings with it different challenge. Talking to customers on a daily basis and sorting out their problems and building up a relationship with them is enjoyable. I firmly believe in some instances it is the difference between gaining or losing business.

## Honesty Reaps a Reward

Colin Malbon, one of our employees at Forestside Shopping Centre, was rewarded by Goldsmiths Jewellers after finding a Tag watch worth £1,050 in the waste. The watch had been thrown out by mistake and was found by Colin when he noticed a watch box which had not been broken down as normal, and he couldn't believe his eyes when he opened it. Colin was given a Gift Card and chocolates as a reward in appreciation from the Jewellers.

## Cleaner of the Year

Robinson Services have the makings of a winner in the retail sector and Hospitality of BICS Cleaner of the Year Awards 2011. The judging panel selected by BICS has confirmed that the two finalists in the Retail sector are employees of Robinson Services. We also have a finalist in the Hospitality Sector.

The award ceremony will take place on the 2nd September 2011 held at the Belfast Education and Library Board Head Office.

Congratulations to all five employees nominated and fingers crossed for the winner.

Watch this space...

