



REFLECTIONS *LITE*

August 2009

PULLING TOGETHER

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Dear Team

Welcome to all existing staff and those new to WGC.

It is with pleasure that we introduce you to our new staff newsletter. This exciting new publication provides a great way to bring you up to speed on WGC news.

Nationwide we are 2500 strong and expanding, however the economic environment continues to present us with new challenges and opportunities. Many of our clients are struggling

against falling occupancies and discounted rates. In true partnership style we are adapting the way we operate – reviewing and changing our working practices to flex with the changing market – to ensure that we successfully ride out the recession. Over the last four decades, WGC has proved that it has the internal strength to survive all of the economic and political dramas that have tainted all our lives. If we have learnt one essential

lesson, it's that survival comes from profitability and that, at the moment, is something that we all need to focus on, however difficult.

During these difficult times, pulling together will ensure WGC keeps its head above water – with your commitment and dedication, we shall overcome all obstacles and achieve success.

We both thank you, for your ongoing support.

Martin (MD)
Warren (Chairman)



PEOPLE ON THE UP

Natalija Gurevic Regional Manager
Margaret Sweeney Senior Operations Manager
Louisa Tibbatts Operations Manager
Alex Yeats Operations Manager
Julita Kereviciute Site Manager, London
Agnieszka Sperka Head Housekeeper, Aberdeen
Shulian Zhang Supervisor, Aberdeen
Sarah Ryan Supervisor, Newcastle
Stacey Wright Head Housekeeper, Glasgow
Ceilla Acsai Supervisor, Glasgow
Ivana Maderova Head Housekeeper, Glasgow
Katarzyna Utracka Supervisor, Edinburgh
Katerina Rezacova Supervisor, Glasgow
Jadwiga Kocur Supervisor, Edinburgh

Amit Datta Deputy Housekeeper, B'ham
Toufik Benhagouga Senior Supervisor, London
Margaret Dent Head Housekeeper, Leeds
Heather Milner Head Housekeeper, Bradford
Lorraine Preston Head Housekeeper, Sheffield
Zoe Simms Head Housekeeper, Sheffield
Joanna Chyrkowska Head Housekeeper, Edinburgh
Monica Tassara Assistant Housekeeper, Staines
New Joiners
Christine Winstone Operations Manager
Carol Jack Head Housekeeper, Stansted
Serwet Sultana-khan Credit Controller
Kenny Johnson Business Development Manager



Barbara

EXCELLENT CUSTOMER CARE AND CLIENT RELATIONSHIPS WINS HIGH PRAISE

WGC strives to provide total satisfaction for all its clients. Strong, enduring relationships give us a unique understanding of their needs, which enables us to deliver consistently high standards – a ‘client for life’ principle. WGC prides itself on the longevity of its business partnerships, some of which started as far back as the 1970’s, when hair was long and music was loud.

However, by its nature, the hospitality industry is transient, with many of our clients seeking new challenges within a three year cycle. As they develop and progress their careers, we would always want them to re-employ us when they move to their new jobs..... meeting and exceeding client expectations helps us achieve that ‘client for life’.

Headed by Barbara Hensher, our Client Liaison Team ensures that we continually monitor our clients needs and provide the crucial feedback necessary for Operations to be able to fine tune our service and make certain that we deliver a consistently high standard.

All our team members come from companies where customer care is key. For example, James Baker, our National Manager, flew his way into WGC via BMI Airlines, and both he and Barbara are ably assisted by Paulette Williams.

At WGC, we believe that by measuring all aspects of our service delivery, from accounting to dress standards, we will stay at the top of our game. All client contact is recorded and the information

distributed to Management, so we can celebrate good news and face challenges together with the knowledge that we always have the client’s interest as our central focus.

In a recent client survey we asked for detailed feedback on our performance. Running market surveys across our whole client base is the best way of building an objective view of our company in 2009. You’ll be glad to hear that all our hard work was rewarded by repeated references to our professionalism, honesty, communication and organisational skills. It just goes to show that ‘going the extra mile’ always pays benefits and that Happy Clients and Happy Staff are all we could wish for.

Well done to you all. ♦

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.....You’ll be glad to hear that all our hard work was rewarded by repeated references to our professionalism, honesty, communication and organisational skills. ”**



James

PROGRESSION AND RECOGNITION IN WGC by Flic Henry

WGC’s HR team, led by me, Flic Henry, and Irfan Ulqal, are the flag-bearers of our ethos as ‘The Employer of Choice’.

We are continually expanding this division to ensure that our teams receive information on the most up to date working practises and to allow speedy creation of systems and structures that minimise administration burdens and enable the company to flourish.

Our forthcoming new staff handbook will be user-friendly and not only provide details on our

processes, but will include informative and helpful guidance on day-to-day work/life issues such as immigration rights, dealing with local authorities and setting up a bank account. We believe that this will be an excellent tool....not just a series of rules and regulations.

A really important function of HR is to create suitable programmes for colleagues who wish to embark on a long term career with WGC. Many of our managers started as room attendants, window

cleaners and office cleaners etc., and now hold senior management positions. WGC also promotes education through the NVQ system. We are very proud of the fact that over 200 staff have completed their NVQ Level 1 & 2 examinations.



WGC always recognises excellence and there is one special event in the calendar that epitomises everything the company stands for – The National Award Ceremony. This year it will be held in the Autumn and will bring together colleagues and teams

from across the country to celebrate their individual or team achievements. This exciting initiative starts with a nomination process and concludes with a careful selection of winners – extremely difficult each year, such is the high standard. Invitations to be a star at our London Oscar style celebration are always highly sought after, and this, more than anything else demonstrates how we value each and every one of you.

Remember to look out for the nomination forms; your name may well be on one..... ♦

THE FIVE STEPS TO RISK ASSESSMENT by Lawrence McFarlane



Risk assessment is at the heart of all we do within Health and Safety to ensure we all work in a safe and accident-free way.

The aim is to make sure that no one gets hurt or indeed becomes ill – accidents and ill-health ruin lives.

What exactly is Risk Assessment?

A risk assessment is no more than 1) a careful examination of what could cause harm to people / team members whilst at work, and 2) an assessment of whether enough precautions or actions have been taken to prevent harm. The most important things to consider is whether a hazard is **significant**, and if so, whether precautions have been taken to minimise the risk to a **satisfactorily low level**.

***Hazard** means anything that can cause harm; for instance, electricity, chemicals and working on ladders etc.*

***Risk** is the possibility – high or low – that someone will be harmed by the hazard.*

To ensure that all reasonable steps/precautions have been taken to avoid injury/harm, within WGC, all tasks are assessed by managers and approved by the Health & Safety Officer **before** they are carried out.

The five steps are: -

1) Look for the hazards

Check the premises / workplace to see what could be reasonably classed as a hazard or could cause serious harm, looking for significant rather than small things.

Ask team members for their thoughts (they may have seen things that you may not have noticed) and check accident records.

2) Decide who might be harmed

The public, visitors, guests and contractors etc. These may be people

that do not work on or in the premises on a regular basis.

Young workers, trainees and pregnant employees.

3) Evaluate the risks and decide whether existing precautions are adequate or more should be done to reduce the risks

How likely it is that each hazard could cause harm? And if after all precautions have been taken and some risks remain, are they a high, medium or low risk?

Has everything been done to keep the workplace safe that legislation indicates you must do?

Are legal requirements for prevention of access to dangerous parts of machinery and generally accepted industry standards in place?

Can we remove the hazard altogether? If not possible, how can I control the risk so that harm is unlikely?

Apply the principles below if possible: -

- Try a less risky option
- Prevent access to the hazard
- Organise work to reduce exposure to the hazard
- Issue personal protective equipment
- Provide welfare facilities (e.g. washing facilities for removal of contamination and first aid)

4) Record your findings to demonstrate duty of care

List the people who might be affected.

List all the obvious significant hazards, taking into account the number of people who could be involved.

Note the precautions and controls we have in place to ensure the remaining risks are low.

5) Review your assessment and revise it if necessary

WGC reviews all risk assessments on an annual basis, or earlier if an accident happens.

Note: to make things simple, WGC provides Methods of Work for all tasks, as well as providing a health and safety policy statement, health and safety procedures, information and training for staff.

Remember!!!

If you spot a hazard, tell someone about it and if you can safely remove it, then do so immediately.

Stay healthy and safe. ♦

Ice Cream Toppings Banned!!!



The Reality

I was recently surprised to hear that ice cream toppings had been banned amid health and safety fears.

This was a rumour which started because an ice cream parlour handing out extra toppings in separate containers instead of pouring them over the ice cream was concerned that people might slip on any spills.

It is important to prevent slips – they remain the most common cause of major injuries – but in this case simply clearing up any spills as they occurred would have stopped people slipping and helped the company continue to make great ice cream taste even better! ♦

