

in touch

AUGUST 2010

Inside this issue...

- Paydates
- Health & Safety and Training Update
- You Are Never Too Old To Learn
- Bright Ideas
- Team Building – Castleward
- Odyssey Security Team Go Urban
- New faces
- Announcements

pay
dates
2010

6th August
3rd September
1st October
29th October
26th November
24th December

Welcome

Welcome to the Summer Issue of *intouch* of 2010.

Inside read how we need your support as the Innovation Group looks for your "Bright Ideas" to move the business further forward with positive initiatives to deliver a better service for our customers. As business continues to grow we welcome Ross Bloomfield as Production Manager and Heather Walls as Credit Controller at the Laundry Division.

Find out how the Odyssey Security team went Urban and how we got on at our Team Building Day at Castleward. We must also of course congratulate Jimmy Fullerton on 45 years service with the business as he reaches the ripe old age of 60 but assures me he's not ready for a bus pass for many years to come. Lest I forget on the subject of age see how Rose Mitchell proves you are never too old to learn as she embarked on a NVQ level 2 programme for the Laundry division.

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

David J Robinson, *Managing Director*



You're Never Too Old to Learn

The laundry division embarked on a NVQ level 2 program for some key members of staff.

The NVQ program was open to laundries across Northern Ireland. All 7 members of staff on the program gained their level 2 qualification. But Rose Mitchell did not stop there.

All candidates were entered into a competition for who had gained the most from the training. To our delight Rose was runner up in this competition. We proudly accompanied her to Stormont to receive her award. Rose is an assistant supervisor within the laundry division and with 37 years service, she has definitely proved that you are never too old to learn!



Jimmy Fullerton – 45 Years of Keeping The Faith at Robinson Services Laundry Division

In these fast changing times that we live it is rare for someone to have a job for life - ten years, twenty even seems the exception rather than the rule... Well not in the case of Jimmy Fullerton from the Laundry Division who celebrated forty five years, yes forty five years as man and boy with the laundry division.

Just think about – the Beatles were in their hey day as "Ticket to Ride" got to number One in the Pop charts, The Rolling Stones recorded "Satisfaction", Lyndon Johnson was President of the United States, England had not yet won the World Cup and a certain young George Best was helping Manchester United claim the league title in only his second season.

Lorraine Smyth, General Manager at the Laundry Division who has worked with Jimmy for twenty three of those forty five years was on hand to pay tribute to Jimmy who also celebrated his sixtieth birthday at a special presentation in the James Robinson Building.

"It is hard to put into words the feelings we have for a man of Jimmy's stature and despite reaching the big sixty as Rod Stewart would say – you wear it well - it has been a pleasure to have worked with you for the length of time we have worked together in Ballymena and now Antrim.

Perhaps it is the forty five years working in the laundry industry that has kept you young at heart and we look forward to working with you for many more years to come."



ROBINSON services
IT'S OUR BUSINESS TO SUPPORT YOURS

CAUTION BATTERY CARE

Everyone has a responsibility for the maintenance of batteries.
Please see the following Guide for Battery Care

De-ionized water should be added to fully charged batteries only

Once fully charged, add de-ionized water to the proper level indicated

Only add de-ionized water if the plates are exposed, adding just enough to cover the plates – then charge the batteries.

Please note: Anyone found to be willfully neglecting the batteries may be subject to Disciplinary
When charging Large Scrubber Drivers please keep lid upright where possible to let the gas escape

The Bright Idea Initiative was created for you – What's it all about?

HAVE YOUR SAY

This is YOUR chance, as a vital link in the chain, to contribute and TELL US your bright ideas. How can we do things better, How can we make your job easier, How can we improve our service to our customers?

Are you doing something day and daily, you feel we could improve? – if so, tell us – share your tips with us all, others could benefit.

Have you worked for one of our competitors – what do they do differently – can we learn from them?

EYES & EARS

You are our eyes and ears on the ground – Do our competitors supply our customers with services we could supply? for example: Office Cleaning, Window Cleaning, Manned Guarding, Key Holding, Winter Gritting, Grass Cutting, Feminine Hygiene Units, Air Fresh Systems, Soap and Hand Towel Systems, Linen Hire, Dust Mat Rental, Cabinet Towel Rental etc. If so, LET US KNOW.

Improving brand awareness to our customers ensures job security for us all.

WHAT ACTION SHOULD I TAKE?

If you have a comment please text or leave a message on our dedicated

Bright Ideas Hotline on 07967 038168
or email brightideas@robinson-services.com

All great ideas will be considered. You can remain anonymous – but then, would you not want everyone to know that this great idea came from you.

Team Building Day at Castleward

Another Wet & Wild Team Building day for almost thirty Managers and senior staff of Robinson Services in the next instalment in Robinson Services Team Building programme held at Castle Ward on Thursday 3rd June 2010.



The day was organized by Peak Discovery who planned a fun filled and action packed day on a glorious Thursday in June. Activities during the day included: a relay run with a difference as it finished with 10 spins in a circle, clay shooting, Archery, Abseiling, Orienteering, Kayaking and an Egg drop extravaganza.

With the group split into 4 teams, first place went to team one of Jimmy Fullerton, Jake McKee, Carson McPherson, Libby McCartney, Donna Huxley, Roisin McAuley and Ronnie McCann – congratulations to this team for on occasion's quite extraordinary examples of teamwork in action.

Overall once again our Team building day achieved the objectives we set out as we planned this event – namely to prove that through great teamwork we can continue to meet all the challenges we face better together as we continue to grow Robinson Services!

Odyssey Security Team Go Urban

As part of team building exercise, the security team at the Odyssey enjoyed a fun packed day at Shane's Castle paint balling.

The team have now given themselves the abbreviation name REST (Robinson Elite Security Team) and would like to give invitation to any potential sporting challenges from our fellow divisions/sites.

Our on-site Manager is pleased that staff on rotation are organising events to assist with enhancing organisational and personal development skills.



New Faces

We would like to welcome some new faces to Robinson Services:

Ross Bloomfield joins us as Production Manager,

Ciara Doherty as Office Administrator,

and **Heather Walls** as Credit Controller, all for the Laundry Division.

Kieron Kent also commences employment in a Sales Role looking after and reviewing the sales function as a whole across all four divisions.

We would like to take this opportunity welcome all new recruits and wish you all a long and successful employment with the company.

Announcements

Something old, something new, something borrowed, something blue.

Congratulations to **David (Managing Director) and Gillian Robinson**, who tied the knot on 17th February, **Terry (Receptionist) & Henry Junior Baird** who tied the knot on 13th February, **Karen (Accounts Payable) & Colin Hume** who tied the knot on 12th June and **Joe Hyslop (Security Team Leader, Oak Mall, Greenock)** who married his long term partner **Madge**, on the 26th April 2010.

May your marriage be filled with all the right ingredients: a heap of love, a dash of humour, a touch of romance, and a spoonful of understanding. May your joy last forever. Congratulations.

Bundle of Joy

Congratulations also goes to **Kathleen (Human Resources Manager), husband Gary** and family, on the birth of baby **Tiarna Cait**, born 20th May weighing 9lb 11oz. Congratulations on the new little bundle of joy, and wishing you much happiness in the years ahead!

