
SCOTTISH REGION NEWSLETTER



SEPTEMBER MEETING 2011 - DUNBLANE HYDRO

Thank you to Arrow supplies who were our main speakers for the evening



and sponsored the buffet for the evening.



The company is based in Grangemouth and sells the latest in cleaning equipment, helping their customers choose the most cost effective and practical equipment to suit their business.

Chemical free cleaning is the latest innovation to come to the market and they demonstrated the Activieon Ionator which is being trialled by Gleneagles



and Glenmor with great success.

It kills up to 99.9% of bacteria using electrically charged water and you need nothing more than a microfibre cloth and can be used to clean everything in the bedroom and bathroom. For more information go to www.arrowsupplies.co.uk

Dea Mcleod from Aslotel was our other speaker. We all know them as an amenities, equipment and toiletries supplier. The ranges can be viewed at www.aslotel.com. She introduced us to their new product the Waterpebble. This is a small device that is used in the shower using a traffic light system that alerts the user to the time they have been in it.

waterpebble
use less water and energy with a waterpebble "traffic light" in your showers:
shorten showers + save water + save money
an aslotel ecohotel product

Thank you again to Dunblane Hydro for hosting the meeting, Arrow Supplies for sponsoring the meeting and to everyone who attended and brought along raffle prizes.

SOCIAL MEETING JULY –BIRDS AND THE BEES, STIRLING

This was a great opportunity for everyone to get together and catch up with each others news. Not only was it a really good but there was also the chance

to have a try at Petanque – a French boules type game. Sadly I didn't make the meeting but I hear that enthusiasm made up for the lack of technique!

SUMMER BALL JULY – MANCHESTER RENAISSANCE HOTEL

The Scottish Region was well represented at the Summer Ball as Fiona Walker attended with some friends, Sheila and Sandy, Sharon and Derek Laing, and Sarah and Mike Homewood, were all there. Chris McPherson, Jo and I all had a little transport trouble as there was a lightning strike on the signals at Lockerbie. Chris made it in time for the drinks reception, his train having taken a detour via York. Jo and I made it in time for dinner after the bus we had been transferred to broke down just outside Preston! It was well worth it however and a good night was had by all, although we were not very successful in the raffle again! Thank you to the North West Region who did a great job organising the event.

BICS ANNUAL CLEANING SHOW AND EXHIBITION

The British Institute of Cleaning Science is holding their Annual event at the Inchyra Grange Hotel on the 10th November 10am to 3pm. May Mclellan from Jury's Inn Glasgow has extended an invitation to all Housekeepers who would like to attend. Paragon Hygiene are the main sponsors for the event, which is free to enter. There are approx 20 exhibitors showing the latest in machinery, chemicals and technology. If you would like to attend and would like more information please contact Eileen McDonald of Paragon Hygiene @ em@paragononline.co.uk.

UKHA WEBSITE

It was agreed at a recent National Council meeting that the website is will be re-launched with completely new look and more content. The new links page will be re-titled our sponsors page and will be better organised, as it is important that this section is used. Remember it is a great way to source new suppliers.

You will also find all of the Regions newsletters on the website and there are several new articles that are worth a read including one where Nigel Smith from Mansion Mattison spent a day shadowing a Housekeeper in the Midlands & S.W region.

There will also be a link to the new European Housekeepers Association website – more news in the next newsletter.

MEMBERS PROFILE – CAROL DOVE



Carol started her career in 1986 at the Grand Central Hotel as a Room Attendant and loved it instantly! She was there for 2 years working her way up to Supervisor in this time. Having moved from there in 1989 she started as a Floor Supervisor at the Glasgow Forum (later the Moat House) when it opened. Little did she know how it would change her life! After 10 months the hotel was taken over and all the management left and Carol found herself in charge of a dept of 50 staff and 283 rooms, with no

management experience. A Head Housekeeper was recruited 3 months later but Carol had proved how capable she was and was promoted to Deputy Housekeeper and a year later was promoted to Head Housekeeper. During her 9 years at this fantastic hotel she worked with a great team and was inspired by Steven Carter her GM.

A move to Peterborough followed where she opened the new Swallow Hotel, 14 months later it was sold to Whitbread and became a Marriot, Carol then went on to help with several other conversions in the area. She returned to Glasgow to the Holiday Inn and Express in West Nile St and has been here for 8 years. Carol works for Chardon Leisure who are a great company to work for and they obviously value her as she now runs 3 hotels for them as she opened the new Hotel Indigo in April this year.

Carol loves coming in to work everyday and feels she has the best job in the world, works with the best Supervisory team.

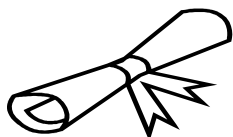
Career Highlight – Opening the new Hotel Indigo

Career Low Point – Leaving the Moat House after 9years

The next 5 years – Carol hopes to be in the same job, working for the same company, with the same people.

Away from work Carol's family is the most important thing to her and she loves the fact that her son, daughter and 5yr old grandson still live with her and Billy her husband of 25 years, who she is treating to a cruise round the Mediterranean for their anniversary.

PROFESSIONAL DEVELOPMENT AWARD



On the 26th of July a meeting was held at the SQA offices in Glasgow to verify the Professional development award in Accommodation Management. Pamela Rungen and I were on awarding team, whilst Jo and Marguerite Courtney were on the presentation team. I am pleased to announce that with only a few changes the award was verified as being fit for purpose. This means that Marc Robertson can go ahead and finish writing the units that still need to be done. We have since had another meeting to look at the best way to assess each unit. There is still an enormous amount of work to be done by Marc and UHI, who will be delivering the award on-line, before the deadline at the end of January. We are hoping that once it is finished Marc will come to one of our meetings and brief us on it.



Congratulations to Jo Wilby who has left Norton House Hotel after 12 years and has joined the team at the new Hotel Indigo in Edinburgh. She is looking forward to the challenge of getting the hotel up and running in the New Year.

AND FINALLY

A big Thank you from all of us to Sharon Laing from Fishers. Sharon has held the position of Treasurer for the last few years, however due to her current workload she has found it necessary to stand down, but will continue to serve on the committee. In the meantime Chris McPherson has agreed to be Acting Treasurer until the elections in March next year.

DATE OF THE NEXT MEETING

Our next meeting is going to be held at the Holiday Inn Express, West Nile Street on Weds 16th November. The subject of the meeting will be Security. Our speaker is going to be from Strathclyde Police and will be covering items from lost property to terrorism. We want you to help us spread the message about attending your professional association, so there will be special prize draw for those of you who bring someone new along to the meeting.



HOW TO CONTACT YOUR COMMITTEE

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