

25th ANNIVERSARY 1985-2010

MIDLANDS, WALES & SW REGION NEWSLETTER APRIL 2011

Welcome to new members:- Sue Harper from Hotel du Vin Bristol, Syd Mooney from Hotel du Vin Birmingham, Martina Dudasova from The Birmingham Malmaison, Sarah Ware from Hotel du Vin Cheltenham, Martin Doyle and Mr Boyd from the Bed Factory.



Figure 1 Ed Pinner

‘To be or not to be. That is the question’. Well, on this occasion this wasn’t the case. The Stratford Hotel, Stratford-upon-Avon was the location for our March meeting, and, thanks to Chris Stedman, General Manager, also sponsors for the event,



providing us with a meeting room and a chefs special of a delicious individually plated meal – ‘a working lunch’. The working lunch was a new idea for the hotel, and was well- received by all of us. Our speaker for the evening was David Edward Pinner, or better known for his acting name Ed Pinner. Ed is the Curriculum Area Manager for



Figure 2 Julia Harper, Sara Kilbey-Head Housekeeper @ The Stratford, Angela Jaquiss, Sara Cockram

Performing Arts and Music at Stratford-upon-Avon College, where, a few years ago, he was a student. He went to the London, Speech & Drama School, with a lot of other, now well-known actors. He has starred in several roles in TV, including ‘A Touch Of Frost’, and the stage-‘Journeys End’ with Jason Connery.

He discussed ways of communicating and how distractions can cause problems. To improve our concentration we played ‘ZIP ZAP BOING’ around the room(ask us for any more information if you want it). It did get quite confusing, and wasn’t as easy as we thought. He then dealt with posture when dealing with people can be so different. We all put on an act to be pleasant to guests and staff, whether we want to or not. Ed was asked how he would get into the character for a role he was playing-he would use different

approaches, either use the costume to help, or think of a similar situation - and fun was had by all.

Thank you to the following members for raffle prizes:- Sherri Inker from Mitre Hall & Letts, Pauline Lawson from Liddell, Tony Bluck from Zip Textiles, Andrea Smith from Aslotel, Liz Smith-Mills from Johnson-Diversey, Emma Lucking, Angela Jaquiss, and many more.



Following a very successful external verification visit, which yielded a **100%** pass rate, major success was achieved by **25%** of the Midlands, Wales & South West Region members. Congratulations to all those who took the course and passing the **DEVELOPING ENVIRONMENTAL AWARENESS** qualification. Please note the attached flier of other courses available by Delia Cannings, such as stress awareness; and funding options available.



NEWS FROM THE OTHER REGIONS

LONDON & SE REGION -The Aldwych Hotel was the venue for their March meeting, with Jane Sunley from Learn Purple, speaking on 'How to engage, develop and retain the best people'. Trevor Madden, from Eureka Development was the speaker for the April meeting, held at The Cavalry & Guards Club.

NORTHERN REGION - Their March meeting was held at Malmaison Leeds, sponsored by Liz Smith-Mills.

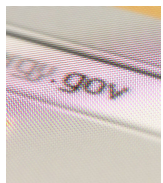
SCOTTISH REGION - At the end of March Blythswood Hotel was the venue, for their AGM & Discussion point- What can we do to survive the recession, and a few samples from the Highland Chocolatier.

WEST PENNINES REGION- They are hosting the Annual Summer Ball, on 9th July, 2011, at The Renaissance Hotel, Manchester. Please support this event. For further information please contact Leigh-Anne Burns email housekeeping@laylahotel.co.uk or Jan Flynn email jan.flynn@yahoo.co.uk



NATIONAL ELECTION

The voting forms for electing the Chairman and Deputy Chairman for your National Council are on their way. The biographies of the members up for election will be emailed out separately. Please read the biographies and the voting form carefully. The results of the voting will take place at the AGM, on Saturday 21st May, at Hotel du Vin Newcastle. **PLEASE LET SARA COCKRAM KNOW IF YOU ARE ATTENDING – sara.cockram@ukha.co.uk**



USEFUL WEBSITES

www.hse.gov.uk/simple-health-safety/index.htm Health & Safety made simple for low risk, small and medium sized enterprises, providing simple guidance on how to manage health and safety.

www.hse.gov.uk/consult/condocs/cd233.htm CD233 proposed amendments to the Reporting of Injuries, Disease & Dangerous Occurrences Regulations 1995 (RIDDOC)

Cleaning Show Delivers Success for Exhibitors – The BCC held their Cleaning Show at the Birmingham NEC, on 1st-3rd March. It was marked as a great success, over three vibrant days, described as outstanding by exhibitors and guests, with new exhibits and new innovations. The BCC are already making plans for the next show in 2013.



DATES FOR YOUR DIARY 2011

Wednesday 18th May – RAMADA HOTEL, COVENTRY “DISTRESS WORKSHOP”

Saturday 21st May – NATIONAL AGM at HOTEL DU VIN NEWCASTLE 10am (please remember to notify Sara Cockram of your attendance before Monday 16th May

Saturday 9th July – ANNUAL SUMMER BALL at THE RENNAISSANCE HOTEL, MANCHESTER

July – MEETING KETTERING PARK HOTEL, date tbc

Friday 14th October – ANNUAL BUSINESS LUNCH at THE PARK PLAZA RIVERBANK, LONDON



YOUR CONTACTS FOR MIDLANDS, WALES & SW REGION

JANET TAYLOR (Chairperson) – boja.car@talktalk.net

JULIA HARPER (Deputy Chairperson) – julia.harper19@yahoo.com

SARA COCKRAM (Secretary) – sara.cockram@ukha.co.uk

ANGELA JAQUISS (Treasurer) – Angelajaquiss@stratford.ac.uk

JILL ULLAH (Committee) – jillullah@hotmail.co.uk

TONY BLUCK (Committee) – t.bluck@ntlworld.com

DELIA CANNINGS (Committee) – dcannings@sky.com

LESLEY COVINGTON (Committee) – hk@banburyhouse.co.uk

www.ukha.co.uk