



The Family Funeral Service®

Staff Newsletter

March 2021

Congratulations to Stuart Stemp Overall Winner ‘Best Practice of the Month 2020’



Jackie was pleased to present Stuart with a trophy and cheque after he was voted by colleagues to win the 2020 award. Stuart was originally nominated by Nigel for:

‘On arrival at Royal Wootton Bassett with us destined to close the vault and backfill it was apparent that the two ton of mixed tick and soil left about ten yards away was too little to fill the grave. Thus two ton of top soil was delivered adjacent to the skips by the cemetery entrance. This was 180 yards across the grass from the grave and in the end about four ton was required to be moved. Over a period of three hours I was assisted by Adam, David, Frank, Gazza, Green and Stuart who worked without a complaint or murmur. I think that on average they went the extra five miles each.’

Well done to all the other entries, your hard work is appreciated.

Green is left in charge!



It’s been a cold one!



‘Our family serving your family since 1907’

Face Masks and Head Coverings



Dean Spencer was the first member of staff to receive a new face mask, which has been handmade by Sheila (partner of Mansfield driver/ bearer Alan). Most staff members should have received at least one and Sheila is busy making more to allow each member of staff to have three.

We are also pleased to have taken delivery of 100 hand made head coverings (as modelled by Alan). Sheila has been making them (in between face masks) to Nigel's specification and they should prove easier to wear and tie than previous coverings.

The new batch of face mask and all the head coverings will have a name tag sewn into it, and this should have the owners staff number written on it.



Harley Grace Burman



Congratulations to Stacey and Daniel on the birth of Harley, who was born at Kings Mill Hospital on 1st February 2021 at 10.25am weighing 9lbs.

Jane from Radcliffe was sent this lovely quote by her daughter, and wanted to share it with you.



"Everything is cancelled."

"Love isn't cancelled"
said the horse. x

From Jackie

Thank you for the messages I received whilst I was in hospital and for the flowers.

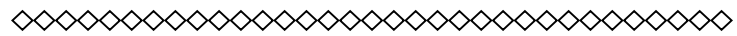
The Vaccinating Funeral Director



Rob was pleased to be interviewed by Geeta Pendse for the East Midlands Politics show, and then by Andy Whittiker for BBC Radio Nottingham regarding his new role as an NHS Vaccinator.

After online training and undertaking 22 rigorous exams, Rob is now helping in the mass roll-out of the Covid-19 vaccine, working within a team that is vaccinating around 18,000 people a day at sites across Nottinghamshire. In his first two weeks in the role he vaccinated around 2,000 people.

He was even on hand the following week to vaccinate Geeta's mother!



15 Years of the Staff Newsletter!

In February 2006, the first 'A.W. Lymn Newsletter' was produced by Wendy Benson, and included articles welcoming Mark Ridout, Shaun Caine and Mark Stanley (mechanic). The front page featured John Buck's retirement from the company after 37 years of service!



Congratulations to Andrew Brown



Despite only being with the company for two and a half years, Andrew has completed his Diploma in Funeral Arranging and Administration and his Diploma in Funeral Directing. At the beginning of February he was able to conduct his first funeral (as pictured). Well done Andrew

February Newsletter 2011

Fact Quiz

How well do you read the Newsletter? Can you answer any of these questions from 2011 or can you have a good guess? It's just for fun, the answers are on page eight.

- 1) XE 1 was added to the fleet. How many Rolls-Royce Phantom VII's did the company own at this time?
- 2) A new batch of phones were introduced, what make and model were they?
- 3) Which employee moved from Robin Hood House to Radcliffe-on-Trent, via West Bridgford?
- 4) Which funeral director appeared in the Sunday Express, paging in front of the Red Bus?

5) Andy Askew (who does not appear to have aged) was photographed with a fish designed and made by Kerry, but what was her surname?





Client comments collected during January and February 2021

After each funeral we send a questionnaire out with our invoice. There is a section 'Were there any aspects of the funeral directors' service that you particularly liked?', The comments from the most recent are here, in regular font. The initials at the end of each comment relate to the funeral arranger and the funeral director, for example KLN/JLR was arranged by Kim and conducted by Jackie.

Any comments in *italics* are from letters received.

Online reviews are also available at www.funeralguide.co.uk/funeral-directors and www.facebook.com/pg/awlymn/reviews/

Drivers

Excellent – 99

Good – 12

Satisfactory – 0

City Flowers

Excellent – 43

Good – 6

Satisfactory – 0

Arnold

We made arrangements with the Arnold Branch, Ellie was most helpful all the way & Jackie Lymn Rose during the ceremony & after, both ladies very considerate & caring. Thank you x EN/JLR

Empathetic, kind and helpful. EN/JLR

All carried out extremely professionally with great care and compassion. RK/RK

The staff made a very difficult situation much easier with their sympathy, compassionate & dignified approach to all aspects of the procedure. RK/MLR

Excellent service throughout. Respect and sensitively shown by all staff, efficient. RK/RK

On the day of dads funeral Russell talked me through each stage so I knew what to expect. EN/RK

Very professional service. JF/RK

Overall professionalism. EN/RK

Staff was all very kind and supportive throughout. EN/RK

Ease of contact face to face meetings (during Covid) so helpful, no pressure, very friendly and approachable, but so professional – they knew their job! EN/RK

Aspley

Personal & patient attention by staff. LEB/JRC

Beeston

Professional and caring. DMC/DMC
The staff I spoke to who arranged the funeral were both friendly kind and understanding. They made a hard job much more bearable (Georgia & Donna) GB/DMC
Donna was lovely! DMC/DMC

Dear Georgia, We cannot thank you enough for your care and attention in respect of our Mother's cremation service yesterday. The family appreciated your assistance in preparing the arrangements for the service and your professionalism throughout.

You helped us navigate through this difficult time with respect and sensitivity. We would also like to add our sincere appreciation to all the staff at A W Lymn and would not hesitate to recommend your services.

Bingham

All ok. DTL/NLR

All excellent. DTL/DTL

All of it Dominic from Bingham branch, excellent professional service. DTL/DTL

Dominic, on behalf of my two daughters and my grandchildren, I wanted to say a massive thank you to you and Teresa, and all the staff at Lymns for the wonderful service you provided following the death of my husband. Your caring nature and the kindness and compassion we were shown by everyone made a sad time for the family so much easier. Nothing seemed to be too much trouble to arrange, and we were made to feel comfortable in discussing the details of the funeral with you. We particularly liked very much the fact that the coffin name plate, as well as my husbands proper names, also had his family name on as this is how is wider family still think of him. Thank you again for your kindness and help at a difficult time.

Dominic and the Lymn Team, Just a short email to say thank you for the very professional way you dealt with my mum's funeral. It is only later when you get time to sit back and think about it all that you realise how well coordinated it all was. Everything under your and our control went perfectly whilst everything else (Covid and weather!) was a nightmare. We are all sincerely hoping that we don't need your services again anytime soon but be assured that when we eventually do, we will be in contact again. All the very best

Bulwell

Friendly & helpful Kim was amazing. KLN/MS
Eulogy and poem. DD/TK

Carlton

Everything from start to finish was excellent, I felt valued. MJC/NMR
Mark Ridout was very respectable and has a calm approachable presence about him (lovely man). MJC/NMR

Friendly service, responsive to my requests, everything went very smoothly at the funeral. We were made to feel special and unhurried. MJC/NMR

All so please with the day. MJC/NMR

Professional but at the same time caring and understanding. MJC/RK
Extremely helpful, caring and supportive. LJC/LJC

Hello Mark, I just want to say a big thank you for all your help with my Dad's funeral. We were all so looked after it was amazing. Thank you Brendan for the lovely service my Dad would of been so proud. A lot of family and friends watched on the webcast and they have all said how special it was to be able to be apart of the day. Thank you so much from all the family and friends xx

I was at the funeral yesterday and thought the funeral was handled very well and the gentleman for Lymn's looking after the widow, I thought was very caring.

Thanks for everything, Mark, and pass this on to your man Russell, who was a star, in control and putting me at my ease.

Dear Mark and staff at Lymns, Just wanted to thank you for attending to both our parents funerals. As always you have done everything in a professional and personal manner and looked after us all. Thank you so much.

Dear Mark, Can I take this opportunity to thank you for your help advice and guidance on behalf of our father. At a really difficult time your disposition and warm heart lightened our spirits. Not an easy task at the best of times but made truly tragic in this new world with the pandemic. Nothing was too much, or too surprising as our requests were made known to you. Your humour and friendly approach meant the world to us on the sad day. As we start a new week, I think of all the other families whose lives you will touch. I am so grateful they are in safe hands.

Clifton

Personal attention. JMW/JMW
Due to Covid19 – All done online or phone was made very easy. JMW/JMW

Helpful staff, not arranged funeral before – walked through each step. Kind & respectful. JMW/JMW

Hi Joanna, I'm so grateful for your assistance, advice and professionalism. In the circumstances all went well so thank you.

Good morning Joanna, I would like to thank you and your team for my dad's funeral arrangements, I thought the whole funeral service went extremely well, the car, the timing, the coffin, the flowers and the way you conducted the whole scenario was for me perfection. You have been so very lovely through this difficult time for me and my family, you have organised everything wonderfully well and kept in touch with me so well all the way and it makes a fantastic difference. Could you please pass on my 'thank you' to Kerry Cordon, who also did a brilliant job, I have text her but I thought an official thank you is needed, as she was so lovely. It was a truly great team effort, it was seamless and just wonderful. My dad would have loved it!! Thank you so much Joanna.

Dear Joanna, Many thanks for

helping with the donations and many thanks indeed for a wonderful ceremony. All was beautifully done and we're grateful to you and Lymns for being there. All the best and take care.

Cotmanhay

Video/live link for those not recommended or unable to travel. MNI/MS

Michelle at the Cotmanhay branch was brilliant and made sure everything was taken care of, nothing was too much trouble. Thank you. MNI/MS

Dear Michelle and Richard, I just wanted to put into words how grateful we are for the wonderful funeral service which you provided for my Mum. Everything went so smoothly from beginning to end. We didn't know anything about A. W. Lymn before Mum passed away, other than the fact that there was an office in Stapleford, and we relied on Google to make the decision about which funeral director to use. We are so glad that we made the right decision! When my Mum passed away the thoughts of arranging her funeral were daunting, to say the least, but you both guided us through the process, not only professionally, but also with care and compassion. I know that you never met my Mum but you organised and conducted her funeral as if you did and that meant so much. I am writing this whilst admiring one of the beautiful, colourful flower arrangements which were provided for the coffin. I don't know if what we requested was unusual (i.e. 3 identical arrangements, one for each of us to take home) but I can certainly recommend it on occasions where flowers would otherwise be left at the crematorium. It has given me a focus to remember my very special Mum who loved flowers. Please pass on our sincere thanks and gratitude to everyone else involved in her care, especially Mick Schofield

who organised the proceedings so professionally on the day. I will be putting a suitable 5 star review on the A.W. Lymn website and the Institute of Civil Funerals website in due course!

Good evening Michelle, We would just like to thank you for the wonderful care you've gave to my mum she did look at peace a strange experience as we have never been to view anyone before but it helped us just to be sat with her. We are very grateful and appreciate all your time in making her look the best she could.

Derby

Very clear, efficient & professional also friendly & relaxed. KK/MC

Afternoon Kevin [Browne], Karen and Kevin [Hall], I just wanted to say a huge thank you for all your help with my sister's cremation. You have been continually patient, supportive and compassionate throughout. The service felt very personal and we were all able to say our goodbyes in our own way.

Karen, I just wanted to thank you, Kevin and all of your team who were involved in Mums funeral. From the collection of the body to the end of the funeral the service was excellent and made a very difficult time for me a little easier to cope with, especially with me not having had to organise a funeral before and not really knowing much about it. Thank you for all your help and guidance.

Dear Karen, I would like to thank you for all your attention and assistance in arranging my dad's funeral recently. Your care and consideration during this awful time, enabled me to execute my duties as an executor and more importantly, as her daughter. I would gladly recommend you and your firm to anyone. Once again Karen, thank you, I couldn't have done it without you!

Hucknall

Always very respectful and caring when speaking to them. Also very patient. CAB/TK

Ilkeston

Nikki, Could you pass on our sincere thanks to all the team who assisted at my dad's funeral yesterday? They were well led by Russell, thoroughly professional and were a great help through the whole process. Also many thanks for your own personal efforts in making the arrangements for which we are all very grateful.

Dear Nikki, I would like you to know how much I appreciate the service provided at my husbands funeral. All the staff were wonderful, so helpful and caring.

To Nikki and the team, Many thanks for your guidance and support over the last year with the services for Mum and Dad. Your personal approach, flexibility and caring helped us through the difficult times.

Hi Nicola, I hope you are OK, Mum and me just do not know where to begin to thank you. You and all at Lymns turned the hardest day of our lives into a beautiful occasion...

Littleover

Very efficient and I was kept informed of arrangements at all times. DB/MS
Very understanding and supportive as I was on my own and not as composed as I would have liked! Thought that all was brilliant as Covid makes everything so difficult for everyone. It was ensured that all went smoothly. Could not have been better. DB/MC
Very calm and lots of attention to detail. DB/MC

Dan, thanks so much for making everything go perfect with the whole funeral arrangements. Also please pass on our thanks to Mark and the rest of the gents who helped us carry dad into the chapel on his final trip.

Long Eaton

Prompt, efficient & sympathetic, attention to detail by staff at Long Eaton premises. LJC/LJC
Excellent efficiency throughout the process. Your staff inspired confidence at this stressful time. TAR/LJC
Friendly, helpful and sympathetic staff. TAR/LJC
All wonderful, thank you. TAR/LJC
Caring & very professional. TAR/LJC
Yes good caring nature & understanding. TAR/LJC

Dear Tina, Just a quick note to thank you and your colleagues for everything you did for us yesterday. Everything was beautifully organised and on time. The help offered by you, and your kindness and patience, will always be remembered and appreciated by the whole family. The flowers were spectacular and much admired, please thank Kerry for her skill and artistry on our behalf.

Mansfield

They were very kind & caring. TC/AA
Straightforward, no fuss arrangements. JWB/AA

Mansfield Woodhouse

Stacey – so pleasant, understanding, helpful. A real help. SB/AA
Excellent service. Very pleased with all the funeral. SB/JWB
Professional & friendly, willing to talk services with me – compassionate. SB/AA
Made to feel relaxed in an upsetting situation. JWB/JWB
All of it, at such a sad time they are exceptional. SB/AA
Kindly sympathetic, respectful & organised staff. Efficient whilst allowing suitable time for decision making. SB/JWB

Nottingham

Friendly and polite but not 'stuffy'. MR/TK

Personal service, care and attention.
PCR/PCR

Personal & professional. JLR/NLR
Privacy, care & quiet assured
professionalism. PCR/PCR

From start to finish everyone was so
nice and helped us, but really like that
someone turned up to help scatter the
ashes and say a poem. MR/KDB

Family attention, contact the
day before funeral by NLR, very
reassuring. JLR/NLR

All of it. PCR/PCR

Ollerton

Colum at Ollerton was so easy to deal
with. Nothing was too much trouble
and he was kind, thoughtful and so
helpful. He made the whole process
as easy as possible. CJO/CJO

Radcliffe

The conduct and manner of the
funeral director accompanying the
hearse from the house to the chapel
was excellent and exemplary. LJS/
NMR

Lovely staff. LJS/JK

Kind, caring and thoughtful nothing
was too much trouble. LJS/JK

Understanding empathy. LJS/JK

Rainworth

Very professional and compassionate.
DCC/DCC

Outstanding how you looked after
my late mother. WEW/DCC

The professionalism – we didn't need
to think about anything on the day.
The team were kind & thoughtful &
it was almost like "invisible helping
hands" so appreciated. DCC/AA

Ruddington

The whole service and presentation
was excellent. CKG/LJC

Courtney was helpful in setting up
webcast facilities and patient with
order of service amendments! CKG/
TLS

Fully supportive & personal touch
appreciated. CKG/NLR

Pleasant at all times. JMW/JMW

Shirebrook

Jackie was amazing throughout. She
understood our needs and advised
brilliantly. JP/JWB

David the conductor was very good
& thoughtful. Especially when he
gave me a rose from the flowers.

Adam was excellent. JP/DCC

*To Jackie, I would like to thank you
personally for constantly going
above and beyond to help us ensure
we made the funeral more normal
under covid circumstances for our
beloved son. Your kind, caring and
professional manner helped us in
our time of need! We have never seen
a red coffin so beautiful and sending
my son off in the best was my final
wish.*

Spondon

I think Fiona Hall at Spondon
is so compassionate/funny and
outstanding. FH/MS

Was not rushed at any time which
was all very difficult, from choosing
everything and also on the day of the
funeral. FH/KH

*Good Afternoon, I would simply
like to praise one of your staff for
the excellent service we were given
for my fathers funeral. Fiona Hall,
Spondon office. Fiona made us feel
welcome and calm from the start
of the sad process of arranging my
fathers funeral with my mother, she
kept regular contact and made a
difficult time seem very easy, along
with her listening to us and her
suggestions we feel that she deserves
to be recognised for her amazing
customer service and genuine ability
to make us feel at ease. Fiona is
an asset to your team and it was a
pleasure meeting her and dealing
with my dads funeral with her.*

Sutton

Karen Horton was amazing made
everything, so much easier for us in
this difficult time of losing our Dad,
very grateful. KLH/AA

The eulogy was read out by the

Celebrant wonderfully changing
voice tones made us smile a few
times. KLH/AA

Karen was fantastic, she was helpful
in incredibly difficult circumstances.
Always had time for us, never rushed
& looked after our daughter with
upmost respect & dignity. SB/AA

West Bridgford

Jane was excellent leading/ driving
the cars. AMB/JK

They kept me updated, were polite
and attention. AMB/LJC

Nothing was too much trouble, all
were calm and thoughtful. AMB/
DMC

Regular contact/ reminders of
outstanding issues was made.
Celebrant was also very helpful.
AMB/LJC

As I wanted my father's body
transferred from London to
Nottingham involving a 2nd funeral
company, Lymn's made all the
arrangements for me. AMB/JK

Wollaton

We like the option of petals rather
than soil to be thrown on the coffin,
also other people were able to scatter
petals too. KNC/MS

Professional, compassionate. KNC/
KH

*Dear Ms Cranshaw, Just a quick
note to thank you for everything you
did for us for my mums cremation on
Tuesday 9th at Wilford Hill. I know
that the proceedings were perhaps a
little out the ordinary but we really
appreciated everything you did can
couldn't have asked for anything
more.*

City Flowers

See Long Eaton

See Cotmanhay

*I would just like to thank you for the
wreath you supplied for my mother's
funeral today it was absolutely
beautiful.*

Continued on following page

Civil Celebrant

See Cotmanhay

The Craftsmen in Stone

Thank you ... It made me smile ...when you go everyday and you can see what was happening just upset me ...

Hello Mary, I went up to see the Headstone Saturday, it looks lovely. Please thank the stone mason's.

Many thanks for all your help.

Hi Mary. Just a quick thank you from us all for all you have done. The picture looks amazing.

It looks beautiful. We are thrilled.

Good Afternoon Mary, I have received your email. We would like to say a big Thank You for your work. It is really appreciated.

Thank you so much Mary, you are a lovely lady and true professional.

Could Do Better

Invoice estimate was very scruffy didn't inspire confidence.

Crematorium paperwork had to amended several times.

Webcast could be improved.

Welcome to... Emma Hutton



Hi my name is Emma. Previously I worked for Boots the Chemist for 23 years, I then worked in adult social care out in the community for nearly three years before joining A.W. Lymn.

I have two children, one has left home and ventured into the big wide world and my youngest is due to move up to secondary school in September. Before covid arrived my hobbies included meeting with family and friends, I have a passion for cooking and going out with my partner on his motorbike and travelling.

Neil Reeves



Hello everyone, my name is Neil Reeves and I started work with Lymns on 2nd Feb 2021.

I am currently based at RHH working with Nev and the team, but I will be employed at Derwent House in Derby working alongside Kevin and the team as a Funeral Director.

I have had several jobs, I served in the Royal Navy, have been a Bus Driver and a Police Officer.

I found myself coming into the funeral profession in 2008 where I was employed by Central England Co-op as a Funeral Director, I stayed with them for six years and in 2014 my wife and I relocated to

the South West, however all was not to be as in 2017 we returned to Burton On Trent to spend time with the grandchildren, we had been travelling up from the South West every weekend to see them.

I started work for Dignity in 2017 as a funeral director however I left them in 2019 and started work as a chauffeur for a family. COVID-19 then came and sadly my employment was no more.

I reached out and my CV was sent to Lymns, I was interviewed and arrive here today as a part of the team. It is a pleasure and an honour to be working in the funeral profession again.

I am a keen boxer still trying to keep in shape and I am a qualified coach helping young people find a way in life through the discipline of boxing.

I also enjoy spending time with the family and friends.

At 6ft 5 you can't miss me, say hi, I don't bite but I will let you know if the weather changes up here.

I look forward to meeting you all.

February Newsletter 2011 Fact Quiz Answers

- 1) When XE 1 joined 1XE on the fleet, the number of Phantom VIIIs increased to three.
- 2) The 'new' mobile telephones were Nokia 6310's (who would have guessed)!
- 3) Dominic Lister was the employee moving to Radcliffe.
- 4) Kevin Hall appeared in the Sunday Express.
- 5) Kerry Jones (now Bishop) designed and made the fish.

Funeral Arrangement Envelopes

For a number of years, we have been talking about redesigning the 'Funeral Arrangement Envelopes'.

We really hope 2021 is the year. If you have any comments about how you think the form can be improved then please can you get in touch with Emma?

Horse and Carriage



Top left: Grey Horses at Cotmanhay

Bottom left: The grey horses also made an appearance at Carlton and Mark R commented 'Everything went perfectly with Garry, Niamh and Esther in charge of Hetty, Duke, Hugo and Alex. Even the weather was perfect, cold but sunny. They are a super team to work with and I cannot fault them. This was my first funeral where I handed the horseshoe to the family who were 'Over the Moon'.



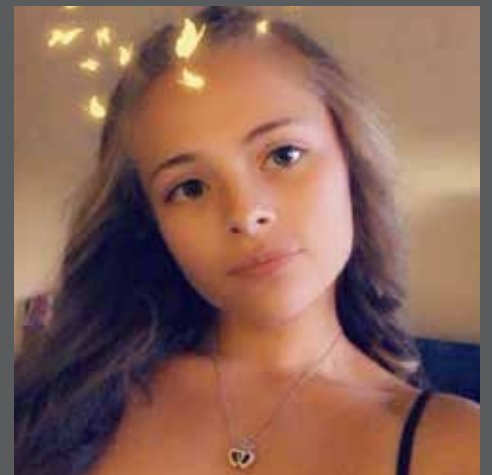
Top right: Colum requested red and white plumes for a recent funeral. Discussions with Sue lead him to explain the reason was football related. Sue sourced two Sunderland FC scarves for the front horses to wear which were presented to the family at the end of the day, neatly wrapped in some red ribbon. Colum comments 'Through getting to know the family I felt this would be appreciated so kept it as a welcome surprise when we arrived at the house. A quality touch in my opinion and one the family found very comforting'.

Jasmine Moseley

We were saddened to hear of the death of Jasmine, who worked for Sue at Horse and Carriage.

Jasmine was just 19 years old and will be remembered as beautiful and funny young lady.

Her funeral was conducted by her cousin Craig, who works for Kinton and Daughters.



You can read more here...
<https://www.leicestermercury.co.uk/news/local-news/village-pays-tribute-teenage-cancer-5010800>

Out and about



Have you spotted our latest billboard? If there are any sites which you think maybe appropriate, then please get in touch with Emma.



Joanna conducted a military funeral for a retired Major. Here she is pictured with two military staff from his old regiment



This beautiful floral arrangement was personalised with pheasant feathers.



A snow angel spotted at Carlton, neither Mark is admitting responsibility!



Paul was pleased to present Clare from Morris Minor Funerals with last months competition prize. Clare commented that's very kind of you, although I think I owe you guys a few bottles of plonk! "Every time the phone rings its a Lymn's branch". To prove her point, here she is with Mark R. at Gedding Crematorium.





Joyce was pleased to be at Aspley and see 'Only Fools and Hearses' in real life!

Window Displays

The 'Not all Hearse's are Black' window has moved to Sutton and the 'Wedding Car' window has moved to Clifton.

It really is great to see people stop and have a look at the different windows!

If you would like help with your window, then please get in touch with Emma.



Eugene was pleased to catch Nigel with the Irish tricolour.

Nottingham Life Coaching

Nottingham Life Coaching (a registered charity based in Nottingham) has been given a grant by the Big Lottery to support local people who have been adversely impacted psychologically or emotionally by COVID 19 and the lockdown. You may have had problems with illness, bereavement, with work, with money, with relationships etc. We are offering free confidential counselling/support to help you through this difficult time. Contact us to book a session or to simply talk.

Email: james@nlpvision.co.uk

Phone/WhatsApp: 07875 770 892

Web: www.nottslifecoach.org

The 'Best Practice of the Month Award' nominations are:

Mark Ridout has nominated **Mark Collishaw**

'I would like to nominate Mark for best practice please. As we have all seen from his informative guidance notes to be passed on to doctors' surgeries concerning legal documentation during Lock Down (which knowledge, indeed, we found to be somewhat lacking on occasions), Mark has taken the care and time to help iron out this glitch for everyone's benefit, as well as helping colleagues with a checklist for arranging funerals and also a log for managing contact with our families....of course, as well as handling over thirty funerals throughout the holiday period and January.

Karen Horton has nominated **Eugene Coyle**

'I'd like to nominate Eugene. The team arrived at Sutton to take a funeral and while waiting to assemble - Eugene noticed the large window boxes for the "not all hearses are black". Seeing how busy I was with arrangements he just set too and became a window dresser, he didn't have to, but I appreciate his time and I think the window looks fabulous. Martin and Trev also gave guidance on instructions left a bit- right a bit'.

Mark Ridout has nominated **Russ Kemp, Emma Stevenson and Beryl Spencer**

'I would like to nominate "Team Arnold:" for their phenomenal work at keeping the funerals running smoothly and efficiently at the busy Arnold funeral home since Christmas, especially bearing in mind Emma only joined us during this time and is still finding her feet. By my reckoning, since Christmas, there have been, and are to date, eighty active funerals. Well done!'

Many Haynes has nominated **Sharon Allen**

'Please could I nominate Sharon? Whilst Ben has been off Sharon has been doing the stencils and printouts and has been under a bit of pressure but has managed to prove that she can do the job and has coped really well. The extra hours of work have paid off. Well done Sharon.'

Sharon Allen has nominated **Many Haynes**

'I would like to nominate Mary as we are so busy she has helped me with my work, as I am learning the printouts and stencils to keep the stonemasons side of the business running.

Sharon Allen and **Mary Haynes** have nominated **Matthew Lynn Rose**

'Mary and I would like to nominate MLR for all of his support and organisational skills in making this side of the business run smoothly.

Jo Lee has nominated **Kerry Bishop**

'I nominate Kerry for arranging and organising over 550 tributes during the last month under difficult logistical circumstances. A record number!!'

Kerry Bishop has nominated **Jo Lee**

'I nominate Jo for working exceptionally hard during this last month when on 1 day in particular we had over 45 tributes to get done, I wouldn't have been able to do it without her!'

Emma Percival has nominated **Rob Lippitt**

'I would like to nominate Rob for his work out of hours as the Vaccinating Funeral Director. It was touch and go if we / the BBC Politics team would get permission to film, but Rob helped with the liaising and at the 11th hour, permission was granted. He also went live on BBC Radio Nottingham on his birthday and has completed an interview with Funeral Service Times. As Eden PR have commented 'Rob is a PR dream'. Thank you Rob for not only what you are doing for the company, but what you are doing for the people of Nottinghamshire.'

*****the winners are*****

'Team Arnold'
AKA
Emma, Russ and Beryl

