

The Directors Offices

Work has progressed rapidly this month and the Directors offices are a few wall pictures away from being completed.



Top left: The entrance to the office. Stud walls have divided the old admin office (previously mortuary), to create three offices. Top right: Nigel's office is large enough to include a desk for Chloe. Middle left: Matthew has the middle office. Middle right: Pete has an 'L' shaped office at the end. Bottom left: Jackie is back in her (and George's) old office downstairs.



A.W. LYMN
The Family Funeral Service

Staff Newsletter

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Bendigo memorial is cleaned
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George Rose Memorial Room

Work continues on the new 'George Rose Memorial Room', which will have an exterior entrance to enable families to have viewing at all times.



Dominic becomes a reluctant midwife
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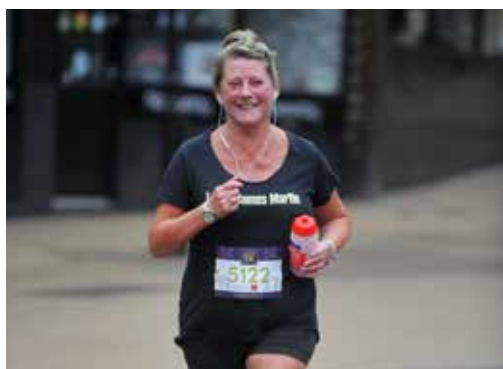
Radcliffe

from **Pete Clarson**

A major refurbishment of the Radcliffe funeral home is due to start in the next few weeks. The arranging room will be temporarily moved to the house and the cold room will be unavailable during the works but as always the short term inconvenience will be worth it for the long term improvements.

Well done

to **Wendy Walker**



Wendy completed the Mansfield 5k run in 37.57mins

Truck Deck

from **Dan Barnes**

With the help of Pete Jeffery a client's truck was converted into a uniquely personal hearse.



Bendigo

from **Ben Percival**

I was pleased to offer the services of The Craftsmen in Stone to restore the grave of Nottingham boxing champion Bendigo. The grave is located in the St Mary's Rest Garden, on Bath Street, a stone's throw from Sheriff House and has a stone lion statue over it. Bendigo was a champion bare-knuckle fighter and boxer in the 19th century. From the peak of his career in 1825 until he retired in 1850, he was undefeated in 23 fights and became the champion of All England. Bob did a great job of restoring the stone, as you can see in these photographs.



Cigarette Tribute

from **City Flowers**



Congratulations

to **Gary Seymour**



Gary has been promoted to a role assisting the maintenance team at busy times. This will include heavy gardening in the summer as well as helping with the canopy, lowering device and vaults etc. He will still be driving when required.

Staff Party

from **Chloe Lynn Rose**

Save the date
Saturday 4th January 2020
Bestwood Lodge Hotel

Special Bed & Breakfast room rates agreed with the hotel please call direct to make a booking if you wish.

£70.00 sole occupancy
£79.50 double occupancy

Welcome

to **Diane, Isabel, Karen and Lindsay**



Hello my name is Diane Morris. I live in Arnold, with my husband Nick and our little dog. I have worked as a nurse for 35 years. I am really looking forward to joining the A.W. Lymn team based at Carlton office.



I am Karen Knighton and I have joined A.W. Lymn as a Funeral Arranger based at Derby, I'm married and have one child. Previously I have worked for the NHS as a Healthcare Assistant and also a Clerical Officer. I'm looking forward to starting my new adventure with A.W.Lymn The Family Funeral Service.

Mark conducts his first funeral



Hi, I am Lindsay Singleton. I am the new Funeral Arranger for Radcliffe on Trent.

I have two daughters and three grandchildren. I have lived in Bingham all my life (that's a while). I was running a community charity shop for the last 14 years and I have also ran a local pub in Bingham too. I am looking forward to my new job and being part of A.W. Lymn.



Hi I'm Isabel and I am the new trainee at RHH. I have just completed my A levels and started on the four year course. I am originally from Sutton in Ashfield and I have done work experience at A.W. Lymn and also with Wass's.

Half Marathon

from **Chloe Lymn Rose**

I've had a moment of madness and decided to run the half marathon this year in aid of the Air Ambulance. Below is the link to my just giving page if you would like to sponsor me for my madness!
<https://www.justgiving.com/Chloe-Lymn-Rose>

RSPCA

from **Jane Keetley**



I was pleased to deliver blankets, sheets and even food to the RSPCA in Radcliffe. They were really pleased, if anyone would like to donate anything, then please send to me at Radcliffe.

Welcome Back

to **Kim Nicholls**



Kim has returned to Bulwell following her maternity leave.

Congratulations

to **Dominic and Natalie**



Elliott T. Lister made a (quick) entrance into the world on Wednesday 28th August, he was born at home weighing 8lb 14oz.



The Family Funeral Service

Client comments collected during July 2019

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 EC/JLR was arranged by Ellie and conducted by Jackie.

Any comments in *italics* are from letters received.

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

Drivers

Excellent – 87

Good – 9

Satisfactory – 0

City Flowers

Excellent – 52

Good – 7

Satisfactory - 0

Arnold

The helpfulness of the staff with all the arranging & the kindness shown by everyone on the day of the funeral. Thank you! EC/JLR
Very good. RK/RK
Professionalism. EC/RK
Empathy and polite professional staff. EC/RK
Their quiet courtesy and kindness. I felt rushed or hassled. EC/NMR

Beeston

Very friendly and supportive. DMC/DMC
All aspects. TAR/NLR

Bingham

Dominic was very nice and helpful. DTL/DTL

Bulwell

Liked all of it. RJM/RJM

Carlton

Everything was excellent. We had a relative (sister of the deceased) fly over from U.S.A. She said she felt she was treated like royalty. JF/NMR
Understanding, compassion and professionalism. NMR/NMR
The attitude, respect & friendliness of this company is outstanding. Thank you LAB/NMR
The entire process was brilliant cannot speak highly enough of all staff involved in Dave's funeral we felt most relaxed in all discussions. SJD/SJD

Cotmanhay

Beautifully dressed, all members. MS/MS

Derby

We were delighted with the dignity and the caring attitude of everyone involved especially Kevin Hall. KH/KH

Hucknall

The staff at Hucknall branch were very helpful & Catherine was very professional. CAB/CAB
I live in Austria so they made sure I got everything done asap as not to keep me in England to long. CM/TK
Attention to detail, very clean and well-presented cars and attentive staff. CM/RK

Ilkeston

Friendly, considerate, respectful. NAA/MS
Michelle Ibbett went above & beyond to help all the family at a very upsetting time. MNI/RJM

Long Eaton

Friendliness and helpfulness of all staff.

LDE/LJC

Very empathetic. LDE/LJC

Mansfield

Conduct of funeral staff. DC/DC
Very professional & efficient but with warmth & friendliness – very empathetic. DC/DC
David Combe is a real gentleman. DC/DC

Mansfield Woodhouse

Stacey Bentley was very compassionate and professional. Talking and arranging my father's funeral with Stacey made me feel at ease. SB/SB
Jonathan Baker's compassion to detail is outstanding. JWB/JWB
Very professional service, warm & welcoming. Lovely peaceful premises. SEJ/AA
Jonathan, Elaine. JWB/JWB
All excellent. JWB/JWB
Office staff very helpful. SB/JWB
Good guidance. SEJ/JWB
Jonathan was very professional but also made it very personal, on a day when we needed it. He was excellent. Elaine at the office was also very helpful. SEJ/JWB
From details given to David, It was put together as if the Celebrant was telling a lovely story of his life. We were most impressed. JWB/JWB
The service afforded by Elaine, Jonathan & the team was excellent from start to finish. Thank you. SEJ/JWB
Staff very courteous and polite, very professional showing great respect to family at all times (many thanks) SEJ/DCC

Nottingham

We were asked if there was particular route that we wished to take to the cemetery – that was a very nice touch. JRC/JLR
All staff were sensitive and attentive to the family's needs. APM/JLR
We liked that Jackie Lymn Rose was the head Mourner, excellent job. MR/JLR
We had enquired if JLR was available to be director & we appreciated her involvement once again – Thank You. MR/JLR
Friendly staff in all areas; we were addressed by name. MR/RK
Very respectful. TK/TK
The kindness and friendliness of all the staff. JLR/JLR

Ollerton

Colum was so warm and friendly made the whole process a whole lot easier.

CJO/CJO
Professional services provided by Colum.
CJO/CJO

Osmaston

I liked the whole service, it was so efficient and caring. MC/MC

Radcliffe on Trent

The staff didn't rush the family. LJC/RK

Rainworth

Everything that you have done for me was brilliant. Thank you all. WEW/DCC
Very kind & sympathetic people – David & Wendy have acted for us before & their personal touch meant so much. WEW/DCC

Afternoon David, Can I say thank you to you and Wendy. My sister was so impressed and happy with what you have done for my Auntie. She said, you really did make her look like her old self. The last few years have been so hard to watch her become not what she was, so we really do appreciate the time and effort you have put into her. I know it is silly as not many people will see her, but as a family we know she is going in her last place more of what she was and not what she became. I really can not thank you enough for what you have done for us this last year, you both have really made a hard year so much more easier.

Ruddington

Calm but professional at a difficult time for me. TLS/TLS
The entire process was seamless from first contact to conclusion. Jane Jackson the Celebrant's contribution was excellent. JLR/TLS
The respect that was shown to the family. SJD/TLS

Shirebrook

The funeral directors and staff are very good and efficient, I could not have wished for anything better, I really appreciated all that they did for me and my family. AA/AA

Spondon

Fiona hall is wonderful, and a lady of many talents. She is such a kind and caring person and went above & beyond our expectations, so much attention to detail. Fantastic!!! FH/KH
They opened for us on a Saturday morning. FH/DMC

Stapleford

Everything was perfect – nothing was too much trouble, great advice, knowledge

and family feel. TSR/TK
Staff made you feel very at ease. LDE/RK
Service, Celebrant Val was excellent expressed our every wish. DMT/DMT

Sutton in Ashfield

Professional. KLH/SB
Nothing was too much trouble everyone was very respectful and kind and took time to explain everything in detail to Peter's 86 year old widow. JWB/JWB
They went above & beyond. AA/AA
All the staff treated my mum and her family with great respect. KLH/AA

West Bridgford

Very personal service like speaking to a friend/family. SJD/SJD
Friendly and personal. AMB/SJD
Friendly, covered all aspects, efficient. SJD/SJD
Every aspect was covered beautifully, attention to detail superb, courtesy and patience we were pleased we could photograph the coffin & flowers in Hearses and walking ahead of car was lovely. SJD/NLR

Sarah, I'd like to thank you, Andrew and Julia for your time and efforts over the last few weeks. All of the family thought that yesterday's funeral went extremely well, a very pleasing outcome of the care and attention that all those involved had put into planning and delivering the event.

Andy Bruce's contribution was also spot on and I will be writing separately to him. Obviously you have been dealing with us as a family when we are our most upset and stressed, in the immediate aftermath of the death of a loved Father. We were most grateful for your patience and understanding, and for your helpful advice.

Julia in particular yesterday was absolutely excellent. She was very calm and helpful when we arrived at your premises, explained to us what would be happening and what we needed to do to play our part in the funeral arrangements. The attention to detail in preparing the car, coffin and flowers was immediately obvious. Julia was respectful, but authoritative and led the process in a quiet, unobtrusive and effective way. She was especially patient after the service at Bramcote had finished when the family and other mourners gathered. At the same time, she did encourage attendees to complete attendance cards and managed to collect

the cards sent with flowers. A number of attendees at the funeral commented very positively on the way that the funeral had been conducted and organised : very appropriate and professional was probably the most common description. We certainly felt that our Father had been left in safe hands.

Please will you pass on our thanks to all those involved. We expected a very difficult and sad day yesterday, but our grief was eased knowing that the funeral my Dad had was almost certainly the one that he had wanted.

Wollaton

'Personable attitude'. APM/DMT

Dear Julia, Alan and all involved, Thank you for the help and support you have given us. The thought and sympathetic understanding you have to prepare for the funeral and the lovely order of service card was truly appreciated. You are a credit to Lymns.

The Craftsmen in Stone

Dear Mr Percival Thank you very much for sending the photo I'm over the moon with the fantastic job you've all done once again thank you to you and all your team the service and care in my opinion has been second to none I am so grateful and wish I could go higher with this email but know you are already the manager if you have a head office please feel free to send this email and my contact number I would be only to pleased to tell them what a great team you are and the fantastic service once more thanks you for the flowers and great service I can not put into words how grateful I am.

Dear Ben, I am most grateful and think the finished result for both graves is excellent.

Matthew [Lynn Rose], I have recently had my sons headstone put on. Me and my mum would like to thank the team especially Mary and Sharon with all the advice and support they have given throughout. Lymns have been brilliant and the headstone has turned out just what I wanted for my little boy.

Could Do Better

Confusion over piece of music, wrong one played.

Coffin flowers mislaid, arrived in time for committal at graveside.

Best Practice of the Month

Congratulations to Malcolm Barham who has won this months Best Practice award. He was nominated by Pete Clarson.



‘Please can I nominate Malcolm for the best practice of the month. He didn’t know what the day ahead entailed when he was on the daily list for grounds work at Bingham. Malcolm was very willing and worked very hard for a long and physically demanding day. Although it was far from a normal day at the office for all of us, the difference between before and after was a huge achievement’.
Please see photographs below.

Also nominated this month...

Beryl Spencer, Joyce Farrell and Russ Kemp by **Mark Ridout** ‘I would like to nominate the staff at Arnold and Carlton for their exemplary attitudes to working

in two of the busiest offices during the recent difficult times of Lesley retiring and Ellie being off. What with Beryl not being a qualified arranger, Russ arranging and conducting on his own and Joyce working only part time, I feel that they have all excelled in very stressful and difficult circumstances at times where the pressure has been on in both branches.

Anne Cooke has been nominated by **Julia Carty** - Anne Cooke for her valuable help to me as the auditor.

Ian Witham has been nominated by Donna Conroy ‘Can I nominate Ian please, he very kindly worked out a route for me for a funeral that was in an area that I don’t know very well (I didn’t ask him to do this and he wasn’t even on the funeral) so I thought it was really kind of him to go out of his way to help me.’

Bob Pooley has been nominated by **Ben Percival** ‘For his work on the Bendigo memorial, I was really impressed how well it can up!’

Luke Rogers and Artur Chojnecki have been nominated by **Matthew Lynn Rose** ‘Please can I nominate Luke and Artur. On a Saturday when I was unusually not at

work a special casket arrived which needed painting. Both gave up time on a Saturday, at short notice, to paint the casket and have it ready for the family on Monday. I am extremely grateful to them both.’

Shaun Caine has been nominated by **Julia Carty** ‘Please can I nominate Shaun for all his help with audits, if ever I am struggling to find something he has a quick look and resolves the issue quickly.’

Emma Percival has been nominated by **Brian York** ‘I would like to nominate Emma for staff member of the month as she always goes out of her way to help us here in the coffin workshop. On Monday we needed a photograph to go inside the lid of a casket within the hour, and she was able to do so. We never give her much notice but she always seems to be able help and it is really appreciated’.

Flower Power Funerals

With over 20,000 bright and colourful flowers inside and out, this hearse is certainly eye catching!
If you think it may be of interest to one of our families then please get in touch with....
info@flowerpowerfunerals.co.uk
www.facebook.com/flowerpowerfunerals



Bingham before and afterwards

