



*The Family Funeral Service®*

## Staff Newsletter

September 2021

# Thank you



March 2020 seems a long time ago. In the 17 months that elapsed until we gained a little freedom on 16th August we have seen many changes in the way we work. Hopefully we will now be returning to some semblance of normality, and over the coming months families will be allowed to personalise their funerals in many of the ways that they did prior to the onset of the pandemic.



In talking with other people there has been a mix of fear and confusion in terms of what has been allowed and most businesses have for some periods either been completely closed or simply had staff working from home. We have continually heard accolades for the staff working in the NHS and I think that on occasions the work done by everyone in the funeral profession and more specifically you here in our family company, A.W. Lymn, has been overlooked. I am particularly proud of the way we have come through this pandemic and I think everyone joins me in acknowledging the supreme support we have all received from Chlöe with her encyclopaedic knowledge of what we should or indeed should not do.



It has not gone unnoticed that the incidence of COVID within our staff has been very limited. As far as I am aware there has been no confirmed transmission of this virus in our workplace, this in spite of the fact we have continued to work and done everything that has been required even when it has been necessary to be in contact with knowingly COVID positive individuals. I appreciate that on occasions this must have been very difficult for many of you, particularly when so many friends working in other industries have been away from their normal workplace and staying in a protected environment at home.



Matthew, Jackie, Pete, Chlöe, Penny & I feel that we should acknowledge this in some way and you will therefore find added to this months salary is an item marked on your payslip as CV bonus. This is a token of our gratitude for the help and support you have given both to our family company and to the families that we have served during this most difficult period.

Thank you.

*'Our family serving your family since 1907'*

# New Property in Clifton

We are very pleased to announce that we have found a new location for our Clifton funeral home!

Situated on Southchurch Drive, the much-loved Bob Sherwin garage will be transformed next year (subject to planning permission) to create extra space and greater accessibility for the families we serve in the area.

We know many people are sad to see Bob retire, so we hope to continue his community ethos and support those in Clifton the best we know how.

We will continue to be located at Chaworth House on Varney Road for the meantime and look forward to designing the building to our exacting requirements.



*The property as it currently looks: Bob and Matthew shake on the deal!*

## From the 2006 Archive...

### New fleet delivered at Mansfield Woodhouse

On Friday 1<sup>st</sup> September the new Bentley Fleet of a hearse and two limousines were delivered to The Old Farm, Mansfield Woodhouse. The new fleet of 'Bentley Birkins' are named after Tim Birkin, the Le Mans winning Bentley Boy of the 1920's who was from Nottingham. Number plates 1 VVO and VVO 1 are on the limousines, to look like 1 WO and WO 1, the number plates of W. O. Bentley, and Bentley Motors Ltd.

The photograph (below) shows Grant and Andy taking delivery of the fleet from Pravin Patel, Managing Director of Coway Ltd, the firm who do the conversions.

Although Jonathan was away, all of the other drivers were present, and had a quick lesson in the quirks of the new fleet.



The cars were delivered on the 2nd anniversary of Andy Askew being with A.W.Lymn, and he was heard to ask with a big grin on his face what we were going to send him on his 3rd!

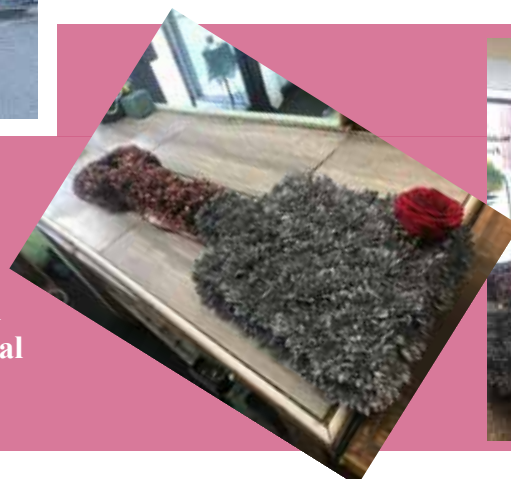


**Jonathan and the Mansfield drivers on their first outing**



## “City Flowers”

Kerry has created a bottle of whisky and a spade in floral tributes for a gentleman who was looked after by our Bulwell funeral home.



# COVID Memorial at Gedling Crematorium

Nigel and Jackie were pleased to be invited to the unveiling of a memorial at Gedling Crematorium to commemorate all those who had lost their lives during the Covid Pandemic.

The memorial was unveiled by Mark Spencer MP, with a service at the crematorium on Thursday 5th August 2021.



*From left: Nigel Lynn Rose, Mayor of Gedling  
Meredith Lawrence, Lord Coaker, Mark Spencer MP,  
Jackie Lynn Rose and Tom Randall MP.*



*Jackie with  
Reverend  
Gail Spencer,  
Chaplain  
from the  
Queen's  
Medical  
Centre.*



**Congratulations to Isabel Walton on successfully passing her Institute of Advanced Motorists practical examination.**

## *Charity Open Day* Sunday 19th September 2021

**Horse & Carriage 11am - 4pm (LE12 5PD)**

**Carriage rides  
Dog Show  
Coconut Shy  
Bouncy Castle  
BBQ**

**Cake stall & refreshments  
Raffle  
Tombola  
And much more !!**

**Sue and her team are holding a Charity Open Day in honour of Jasmine.**

**They want to celebrate and remember her whilst raising funds in her name to help teenagers living with cancer to follow their dreams.**



**Jasmine was a valuable employee of the Horse & Carriage team and was only 19 when she lost the bitter fight against leukaemia earlier this year.**

## **Tour of Southern Cemetery (Wilford Hill)**

**Would anybody be interested in a tour of Southern Cemetery by local historian David Nunn?**

**The tour will focus on the RAF / World War II and will hopefully take place on a Saturday or Sunday at the cost of £2 per person.**

**If you are interested, then please get in touch with Emma Percival.**

# Work Experience

Over the past month we have welcomed a number of work experience students. It has been great to see them enjoy their week with us. Below is a letter received from Laura Martin....

*Good morning,*

*I just want to give everybody thanks for this past week. I am so grateful that I could have this experience, and I could not thank everybody more for all their time to show me how the industry all flows together.*

*Coming into this week, I expected to mostly enjoy the mortuary, but I wholeheartedly loved being everywhere. Everybody made me feel so welcome and allowed me to be as involved as possible even though most days they were very busy, and for this I could not be any more grateful than I am.*

*I have come away from this week even more interested in the industry, which has made me more eager to apply for the training programme, which I will organise to do as soon as possible.*

*Thank you so much for the opportunity,*

*Laura*



It was also good to have Molly Jeffery on hand when a problem occurred during a burial, (see Best Practice for more details). Dominic commented.

*It was Molly's last day and first Church service and burial, I did explain that it was unusual for things like this to happen but when they do it's good to see everyone just drops everything and works together to solve the problem.*



## Generation Six

Over the Summer break, 'Generation Six' have been put to work helping with ground works.

Half-a-days work in exchange for a bounce at a trampoline park



as payment has proved a good bribe!

Above: Oliver Rose (left) and George Percival take a break, and left the boys pulling out ragwort.



Michelle and Kirby were pleased to attend an ABBA tribute night at West Hallam Cricket Club, representing the company as sponsors.



The Leyland Beaver lorry hearse was used on a funeral at our Rainworth funeral home.



# Client comments collected during August 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](http://www.funeralguide.co.uk/funeral-directors) and [www.facebook.com/pg/awlymn/reviews/](http://www.facebook.com/pg/awlymn/reviews/)

## Drivers

Excellent – 109

Good – 5

Satisfactory – 2

## City Flowers

Excellent – 57

Good – 4

Satisfactory – 0

### **Arnold**

Making sure pictures chosen for order were best position to show my husband at his best. ES/RK

Arranging celebrant. ES/RK

The staff were kind & helpful they made a difficult situation more tolerable. ES/NMR

I liked the attention to detail and communication – first class. RK/RK

Friendly & helpful manner. RK/RK

The kindness shown to us by all the staff we met at the office and also on the day of the funeral. ES/RK

Kind gesture from funeral director to allow neighbours to pay respects to mum outside her home. ES/PCR

Friendly but respectful. ES/KH

All so very helpful, friendly and gave us plenty of time & patient. RK/RK

Handled with compassion and a very personal service. At this very difficult time everybody at A.W. Lymn were very helpful and caring. ES/RK

Delivered the flowers from the Crematorium to our home address after the funeral. ES/PCR

Kept very well informed throughout. ES/DMC

### **Beeston**

They kept to my husband’s wish to wear something bright, multi coloured ties (Thank you) so many comments on driver dress well done proud to have chosen Lymns. GB/DMC

Every possible detail was covered in a sensitive and thoughtful way. DMC/DMC

Everyone at Beeston were very kind and helped a lot answering questions I had, Georgia was amazing and always made time for me. GB/DMC Very courteous to elderly father. GB/DMC

Georgia’s help for my daughter’s in Australia was excellent as was her other communications. GB/DMC

Excellent communication throughout. JLR/NLR

Respect given by all to the family & friends throughout the whole process. Ability to communicate at a local level. GB/DMC

The communication by both phone and email. The advice given and the ability to make the service seems special. Very helpful attentive staff. DMC/DMC

Involving a younger grandson to lead funeral party into chapel along with the conductor as he could not be a Pall bearer. GB/DMC

Friendly, sympathetic, customer service. GB/LJC

*Dear Donna, I wanted to say thank you so much for making yesterday effortless. I used Lymns as they did my cousin’s funeral in 2010. His mum would have been pleased that I used the same funeral home for her and I remember at the time thinking how lovely everybody from Lymns was to her on that day 11 years ago. I have never had to organise a funeral before and felt completely overwhelmed but your guidance, care and sensitivity have made this experience so much easier for me. I want to say a huge thank you also to Georgia who was very patient with me and very empathetic, a real credit to your Company.*

### **Bingham**

We felt at ease and in safe hands. The whole funeral felt very personal and special. DTL/JRC

Personal service from Dominic who oversaw everything to ensure excellent service. DTL/DTL

Personal service by Dominic. DTL/DTL

### **Bulwell**

Kim made me feel very relaxed and made the whole process easy for me. CM/TK

### **Carlton**

Friendly, approachable, un-hurried, professional, gave impression of personal care for deceased. MJC/NMR

The funeral director went above & beyond to offer a lovely service – very nice man! NMR/NLR

A professional service from start to

finish. The funeral director kept me well informed with the right level of care and sensitivity at such a difficult time. MJC/NMR

They were all very helpful. MJC/NMR

Very caring service received by everyone we dealt with. Loved the attention Mark Collishaw gave to the Order of Service & all the help regarding the interment that Mark Ridout has provided. MJC/PCR

All went well from start to finish. MJC/JK

Mark Ridout was very patient and kind as mum's death was sudden. (all though expected) So initially. I was still shocked and numb making arrangements at first. Everything was as it should be Mum was presented beautifully. (she would have been delighted with Lymns) NMR/NMR

*Good afternoon Mark, I just wanted to take this opportunity to say thank you for the care, dedication and service you have provided during this difficult time. Paul was wonderful this morning and a true credit, as are you, to the company. Everyone complemented the cremation service and Dad was very happy with the service and support given by Paul and the other members of the team. On what has been a difficult yet celebratory day. It was the perfect celebration to a wonderful life and we will be eternally grateful for your attention to detail and care. Once again, thank you (and Joyce too) for all of your efforts and organisation.*

### **Clifton**

All of it. JMW/JMW

*Joanna, Thank you so much for all your care and kindness. Just two little words 'Thank you'. But they mean so much.*

*To Joanna, me and my family would like to say a great big thank you for all your kindness and support you have shown us towards my Dad while he was in your safe hands.*

*Thank you once again.*

### **Cotmanhay**

Friendly welcoming staff, nothing too much trouble. MS/MS

Excellent cars, excellent service, excellent celebrant. MS/MS

The professionalism & kindness shown at the office. (Michelle at Cotmanhay) MNI/KH

### **Derby**

The personal care taken on where & scattering of my mum's ashes. NDR/NDR

Excellent communication at all time & all questions dealt with satisfactorily & promptly by Karen. KK/KH

Karen Gratton's service was so good it couldn't have been better. KK/NDR

Very caring. KK/NDR

It was a caring & compassionate. KK/NDR

Staff service very helpful and very friendly. KK/NDR

Empathy of the staff. KK/NDR

*Morning Neil, I just wanted to say on behalf of myself, my brothers and all the family a huge thank you for yesterday. It was a really tough day, but the kindness, professionalism and personal touch you brought, was a huge comfort to all of us. Mum would of been very proud and happy with the service, and we can't thank you enough - from the beautiful car and coffin, to the wonderful way you spoke to all of us and led the occasion. Thank you from the bottom of our hearts, to you and all of your colleagues, but especially to you - you were truly a gentleman, both kind and caring from start to finish.*

### **Hucknall**

The personal contact with the funeral director, Catherine Broome, throughout the whole process, her care and attention at all times. CAB/CAB

### **Ilkeston**

The attention to detail was excellent from all personal. NAA/MS

Carried out to an excellent standard. NAA/MS

### **Littleover**

We were put at ease and offered choices of what funeral we would like. Dan at Littleover branch, is so helpful and very easy to talk to. DBB/KH

### **Long Eaton**

Most impressed with the route from mothers to the crematorium as it wasn't hurried so that the following cars could keep up. LJC/LJC

Just all round quality of service. LJC/LJC

He was good at describing my husband and the service was excellent. LJC/LJC

The motorbike & sidecar! LJC/LJC

### **Mansfield**

All staff were compassionate & caring. TC/PCR

### **Mansfield Woodhouse**

I was presented with a horse shoe which I thought was a nice gesture. AA/AA

Jonathan read a poem as my mums ashes were interred - stepped into help. WEW/JWB

Andy delivered the flowers back home for us. Wendy and Andy supported us fantastically well. WEW/JWB

Kindness, understanding and very helpful indeed. JWB/JWB

### **Nottingham**

Care and attention, personable. PCR/PCR

Very impressed. MR/JLR

Great communication between funeral director and celebrant. PCR/PCR

Paul went above & beyond to accommodate all requests. It was nice to have my son & son-in-law carry mum in and my grandsons to look around the cars. PCR/PCR

I haven't seen or spoken to my mum in over 20 years, I explained this and staff were really helpful. KDB/KDB Prompt, explained & guided formalities contacted to confirm arrangements before funeral. DD/AA

*Hi Jackie, It's surreal to say thank you because I still haven't accept what has happened to my son, but your services are so professional, kind and thoughtful that I have to say a big thank you to you especially Jackie and all your staff at A W Lymn on behalf of my son and from all who knew him. xx*

*Danny, Just to say a big thank you for all your help with the funeral. You made it much easier for me on the day, it worked perfectly. The music was a definite hit! Please also pass my thanks to the rest of the Lymns team for me.*

*Dear Kevin, My family & I send you and the members of staff at Lymn's our heartfelt thanks for your services arranging & directing our father & grandfather's funeral on July 9th 2021. Thank you to you, especially Kevin, for your guidance, support & attention to detail with the arrangements. I feel we gave Dad the funeral he wanted & that has given the family comfort. Everything went smoothly on the day of the funeral, even the sun was shining. Paul & the bearers were very professional. When the cars stopped outside the Oaks on the way to Wilford Hill, it was very moving to see so many members of staff standing outside to pay their respects. Canon Malachy put all of the family at ease & led a lovely service, we were very pleased. It was the first funeral our daughter of 10 years had been to & I wasn't sure if she should attend at such a young age but afterwards she told us she 'quite liked funerals' which made us smile & I think reflects well on Lymn's & Canon Malachy.*

*We would like to thank everyone involved with looking after David It was all handled beautifully. In fact friends were so impressed. I believe you my have gained a few more customers, when their time comes.*

#### **Ollerton**

Everything was done with care. CJO/CJO

#### **Osmaston**

How lovely Mark & Karen was and how helpful they was to us as a family. MC/MC

Very pleasant and sympathetic. MC/KH

Just brilliant, great service. Mark made us feel like family, he rang once just to check on me. MC/MC

#### **Radcliffe on Trent**

Very helpful and efficient. EH/JK

I cannot praise the staff enough. Nothing was too much trouble their help was much appreciated at a very difficult time. EH/JK

It was all done perfectly. DC/DC

Support and kindness of all the staff involved in the cremation. DC/DC

Kept informed as all times personal touch appreciated. DCC/AA

#### **Ruddington**

Malcolm Barham. TLS/TLS

Kept in touch, caring & respectful, took trouble to make everything right. EPM/EPM

Still run as a 'family' concern, outstanding. Many thanks to Ed Martin for his care & professionalism. EPM/EPM

Everything went to time and office staff attentive and helpful. JK/PCR

Santanna Nightingale was exceptional, she is a great asset to A. W. Lymn. SN/EPM

#### **Spondon**

Very friendly and puts you at ease at a very emotional time. Knew everything to ask and sort. FH/KH  
As always Fiona Hall looked after arrangements very well. FH/NDR

#### **Stapleford**

The quiet dignity and consideration shown no feelings of depression but smiles & desire to help. Donna was wonderful – Quote “She can have the top off my boiled egg anytime”  
Relaxed & helpful & smiling ET. TSR/DMC

The attention to detail of all requests which were picky and on the day all wishes were carried out. TSR/JRC  
Pleased with the entire service given. TSR/LJC

Richard's remarks towards our family & my mum really touched our heart, he is a lovely caring, genuine man. TSR/JLR

#### **West Bridgford**

Personal contact and attention to details & advice. (from Andrew & Nigel at West Bridgford). JK/NLR

The personal touch. AMB/JK

All of it was liked. AMB/AMB

The care they had taken of my wife, as I saw her the day before the funeral. AMB/PCR

Cards to send to family and friends to let them know of the passing. AMB/AMB

#### **Wollaton**

The service was friendly and very professional we were very satisfied throughout. KNCKNC

Kirby is very kind and helpful, lovely lady very professional. KNC/KNC

Made my wife relaxed and let her go at own speed. JRC/JRC

The lady who dealt with the funeral Kirby was very attentive & professional right down to the last details. KNC/KNC

#### **Civil Celebrant**

*My son was interned at Mansfield Crematorium. Mr Richard Marshall Celebrant took the service. I cannot thank him enough, the work he put into the words he spoke about my son were so special, I felt so proud. Thank you Richard you did me and my family proud.*

*Hello Richard, Thank you for making*

*myson's parting a brilliant one. It was a shame that Bramcote Crematorium could not accommodate all the people who bothered to attend but we were prepared for that to happen. I thank you from the bottom of my heart for making it such a memorable occasion. We entrusted you with all the preparations and your undertaking was more than commendable. Many many thanks for all your personal attention. We were all very grateful.*

*Richard was excellent, he made it really easy at hard time for myself and G's dad. He supported us throughout the ceremony and did a fantastic job at writing and reading about his life.*

*Hi Richard, I want to say a massive thank you for everything you did for us yesterday. You delivered the service perfectly. Although it was a sad occasion, we managed to celebrate her life until around 20:30 last night. I think we did her proud. Once again, many thanks.*

*Throughout the whole process we found Richard to be kind, considerate and his communication with us went beyond the call of duty, especially with having to answer our many questions and emails! The eulogy he presented was absolutely wonderful, everything we had asked for. We had many comments afterwards about how lovely the ceremony was, and that was all thanks to Richard.*

**Could Do Better**

Chapel wasn't cleaned properly.

Photo not displayed in chapel as agreed.

## Questionnaire Data

Every questionnaire asks the client to mark the service they received out of 10. Below are the average scores by funeral home for August. It really is great to see such high ratings.

Arnold	9.65
Aspley	n/a*
Beeston	9.83
Bingham	9.75
Bulwell	10.00
Carlton	10.00
Clifton	10.00
Cotmanhay	10.00
Derby	10.00
Hucknall	10.00
Ilkeston	9.75
Littleover	10.00
Long Eaton	10.00
Mansfield	10.00
Mansfield Woodhouse	10.00
Nottingham	9.88
Ollerton	9.75
Osmaston	10.00
Radcliffe on Trent	10.00
Rainworth	10.67
Ruddington	9.80
Shirebrook	n/a*
Spondon	10.00
Stapleford	9.83
Sutton in Ashfield	n/a*
West Bridgford	9.50
Wollaton	10.00

\* n/a - no questionnaires returned

### COMPANY AVERAGE BY MONTH

August	9.86	April	9.66
July	9.83	March	9.64
June	9.71	February	9.76
May	9.65	January	9.77



# Aeroplane Tributes



*The pilot that Matthew and Sharon have been using for aeroplane tributes at funerals keeps getting better and better!*

*This heart was created from the contrail and certainly created the WOW factor!*

## VJ Day in Stapleford



Tracey was pleased to get involved with VJ day in Stapleford, and was delighted to be awarded First Prize for her window display.

She was presented with a Certificate to mark her win.



## Remembrance Window Entries 2021

Our annual Poppy Window competition will take place at the start of November. This year we would like all funeral homes to take part, and if you require any help with the sourcing of items, then please do get in touch with Emma Percival.

## Drone Funeral Footage



Neil at Derby, has recently conducted a funeral which was filmed for the family as a keepsake.



The videographer included spectacular drone footage, which gave an amazing oversight of the funeral.



## Danny's first (ever) horse hearse



Danny was pleased to conduct his first horse drawn funeral for us. Incidentally in 30 years of arranging and conducting funerals this was the first ever horse drawn funeral he has conducted!

He adds 'I am not sure how I managed to escape them for so long!'

# Half Crown House

The finishing touches have been added to Half Crown House in Stapleford, including the original house sign from George and Sheila's former home which inspired the name for the funeral home.

The sign, including coin, was hand carved by George in the 1980's and was handed back to the Lymn Rose family following renovation work by the new owners of their former home in 2019.



## Why Half Crown House?

A Half Crown has always been significant to the Lymn Rose family. A. W. Lymn's granddaughter, Sheila, married George Rose, who, as a young boy, was sent shopping by his mother along with the last of her money, being a shiny Half Crown. On arrival at the shop the Half Crown was missing and the family had to live the next few days without the weekly shop.

In married life he worked for his father-in-law, Harold Lymn, and although he and his wife were financially secure, money was not plentiful. Whilst out walking, Sheila found a Half Crown and the couple agreed that whilst they had the coin, they would never go without.

In 1981 the couple were fortunate enough to move to their 'forever home' and decided to name it Half Crown House. They cemented a Half Crown into the driveway and George hand carved a blue black Welsh slate plaque which was proudly displayed at the front of the property.

The couple enjoyed many happy years at Half Crown House, often entertaining family and friends. Following George's death in 2018, Sheila moved to smaller, more manageable property. The house was sold and a large scale renovation began. The new occupants asked the Lymn Rose family if they would like the hand carved sign returning and it was moved to be restored at our Stone Masons.

In 2020 suggestions to help decide the name of the relocated Stapleford funeral home were asked for, and an entry was received from family friend Gill Huteson from Serenity Memorials in Hull, who preceded Nigel as president of the National Association of Funeral Directors in 2006. Her suggestion was to honour George and Sheila whilst giving a nod to the buildings former life as a bank.

The plaque adjacent is the original from George and Sheila's home, and the Lymn Rose family hope that the new funeral home will thrive under the Half Crown House name.



## New Grandchildren



**Tracey and family are delighted to welcome a new granddaughter, Bella-Rose into the world.**



**Congratulations to Stuart and Samantha Stemp on the arrival of their second grandson Alfie.**

## Wedding Season Starts



Charis Bull was surprised to see ELF parked in the Market Square on a Saturday Morning!  
Ian Richardson, driving commented on how many people stopped to ask about the Rolls-Royce 25/30.  
LLVH are currently running a COVID guarantee - please ask the team for more information.



## Ukrainian Church, Derby

Father David sent these photographs to us, of Kevin Hall conducting our first funeral in the Ukrainian Church, Derby.



## Welcome to...



## Max Whitehouse

‘My name is Max Whitehouse and I am 25 years old. Before working for A.W. Lynn I worked in precision engineering.

I live in Mansfield with my partner, two daughters and my dog.

My interests are motorsport, walking my dog and spending time with my family. I look forward to getting to know everyone.’

## Congratulations to...



Adam Jessop now a full time driver / bearer at Robin Hood House and Jordan Spencer who is now full time in the Stone Masons.

Each Nottinghamshire funeral home, should now have received a stock of leaflets from Nottinghamshire Wildlife Trust. Please include these in Funeral Confirmation Packs.

An update from Derbyshire Wildlife Trust will hopefully come shortly.

Nottinghamshire  
Wildlife Trust 

Remember  
a loved one  
in a wild way...



Dedicate a Memory Leaf at one of our nature reserves

The memory of your loved one can live on at our nature reserves. Commemorating a life in this way supports vital conservation work, which helps wildlife to flourish and protects the wild spaces your loved ones cherished.

Should you wish to find out more about Memory Leaves or giving in memory, our Supporter Care team are here to help. You can reach us by email or phone.

[supportercare@nottswt.co.uk](mailto:supportercare@nottswt.co.uk) | 0115 846 3490

## Nottinghamshire Day - 25th August

Robin Hood House embraced its name, on the first ever Nottinghamshire Day, with a Robin Hood themed window.



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

**Jackie Lynn Rose** would like to nominate **Isabel Walton** and **Charis Bull**.

'Both ladies have worked hard running the mortuary during Ralph's illness and Olivia's annual leave. Given they are two junior members of the team, they have coped extremely well'.

**Richard Marshall** has nominated **Emma Percival**.

'Emma has got to grips with the keepsake Funeral scripts, produced them beautifully and really made a positive difference to our families experience of being cared for by Lymns in a very short space of time. I really feel that her hard work behind the scenes should be recognised on top of everything else she does'.

*\*Note from Emma: Thank you for the nomination, I am unfortunately ineligible to win, but really do appreciate the sentiment.*

**Jackie Lynn Rose** would like to nominate **Joe Parton**.

'Whilst in a funeral service, Joe realised that the car he was driving would not start. His quick thinking meant that a replacement car was in place before the mourners had left the chapel'.

**Dominc Lister** has nominated **Neville Carridice, David Hills, Neil Brown** and **Dean Hamer**.

'On a funeral service at St. Giles at Cropwell Bishop I noticed that the grave was not prepared to the correct depth, the grave digger was not present and we were in Church at the time. All four got the shovels from the hearses, rolled up their sleeves (on a very hot day), undressed the grave and took it in turns digging to the correct depth until the grave digger arrived, they then assisted the digger to finish preparing and dressing the grave ready



for the interment, also a special mention to Molly Jeffery for going to the shop and getting everyone some bottles of water while they were assisting'.

**Joanna Widdowson** has nominated **Dean Spencer**.

'One of my clients came in following a recent burial service. She had been trying to remove the dead flowers from the grave and as she was there, a very kind gentleman who worked for our company came over to her and helped her. He moved some coping stones, gave her a pot and some flowers and fetched some water. She was really touched by his kindness. Having spoken to the stonemasons office, it appears it was Spud. I wanted to pass on her comments and say thank you for what he did. Little gestures like that certainly go a long way!'



**\*\*\*The winners are\*\*\***

**Neville Carridice, David Hills, Neil Brown and Dean Hamer**

